

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| Provider Number | Nursing Home Name | Street |
|-----------------|-------------------------------|------------------|
| 146036 | SHAWNEE CHRISTIAN NURSING CTR | 1901 13TH STREET |
| 146036 | SHAWNEE CHRISTIAN NURSING CTR | 1901 13TH STREET |
| 146036 | SHAWNEE CHRISTIAN NURSING CTR | 1901 13TH STREET |
| 146036 | SHAWNEE CHRISTIAN NURSING CTR | 1901 13TH STREET |
| 146036 | SHAWNEE CHRISTIAN NURSING CTR | 1901 13TH STREET |
| 146036 | SHAWNEE CHRISTIAN NURSING CTR | 1901 13TH STREET |
| 146036 | SHAWNEE CHRISTIAN NURSING CTR | 1901 13TH STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| City | State | Zip Code | Phone |
|--------|-------|----------|----------------|
| HERRIN | IL | 62948 | (618) 942-7391 |
| HERRIN | IL | 62948 | (618) 942-7391 |
| HERRIN | IL | 62948 | (618) 942-7391 |
| HERRIN | IL | 62948 | (618) 942-7391 |
| HERRIN | IL | 62948 | (618) 942-7391 |
| HERRIN | IL | 62948 | (618) 942-7391 |
| HERRIN | IL | 62948 | (618) 942-7391 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| Survey Date | Date of Correction |
|-------------|--------------------|
| 03/31/2011 | 04/21/2011 |
| 03/31/2011 | 04/21/2011 |
| 03/31/2011 | 04/21/2011 |
| 03/31/2011 | 04/21/2011 |
| 03/31/2011 | 04/21/2011 |
| 03/31/2011 | 04/21/2011 |
| 03/31/2011 | 04/21/2011 |
| 03/31/2011 | 04/21/2011 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| Deficiency Type | Deficiency Category |
|-----------------|----------------------------------|
| Health | Resident Rights Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Resident Rights Deficiencies |
| Health | Resident Assessment Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Environmental Deficiencies |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| Deficiency | Scope | Level of Harm |
|--|----------|---|
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Provide services to meet the needs and preferences of each resident. | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that follow each resident's written care plan. | Pattern | Minimal harm or potential for actual harm |
| Give or get special rehabilitation if in the patient's plan of care. | Isolated | Minimal harm or potential for actual harm |
| Have a program to keep infection | Pattern | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|--------------------------|------------------------------------|
| 145029 | PROVENA VILLA FRANCISCAN | 210 NORTH SPRINGFIELD AVENUE |
| 146068 | SUNNY ACRES NURSING HOME | 19130 SUNNY ACRES ROAD |
| 145388 | RICHLAND CARE & REHAB | 410 EAST MACK |
| 145473 | COUNTRYSIDE CARE CENTRE | 2330 WEST GALENA BOULEVARD |
| 145473 | COUNTRYSIDE CARE CENTRE | 2330 WEST GALENA BOULEVARD |
| 145930 | GOOD SAMARITAN - PONTIAC | 14335 US HIGHWAY 66 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

JOLIET IL 60435 (815) 725-3400

PETERSBURG IL 62675 (217) 632-2334

OLNEY IL 62450 (618) 395-7421

AURORA IL 60506 (630) 896-4686

AURORA IL 60506 (630) 896-4686

PONTIAC IL 61764 (815) 844-5121

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/18/2011

04/19/2011

03/31/2011

04/18/2011

03/08/2011

04/15/2011

03/17/2011

04/15/2011

03/17/2011

04/15/2011

03/22/2011

04/15/2011

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

from spreading.

harm

Make sure that the nursing home area is free of dangers that cause accidents. Isolated

Actual harm

Make sure that the nursing home area is safe, easy to use, clean and comfortable. Widespread

Potential for minimal harm

Make sure that the nursing home area is free of dangers that cause accidents. Isolated

Immediate jeopardy to resident health or safety

Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. Isolated

Minimal harm or potential for actual harm

Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature. Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|-----------------------------------|-------------------------------------|
| 145405 | WESTMONT NURSING AND REHAB CENTER | 6501 SOUTH CASS |
| 146006 | ANNA REHAB & NURSING CENTER | 315 SOUTH BRADY MILL ROAD |
| 146006 | ANNA REHAB & NURSING CENTER | 315 SOUTH BRADY MILL ROAD |
| 145450 | ALDEN LAKELAND REHAB & HCC | 820 WEST LAWRENCE |
| 145631 | NEWMAN REHABILITATION & HCC | 418 SOUTH MEMORIAL PARK DRIVE |
| 145923 | MANORCARE OF HIGHLAND PARK | 2773 SKOKIE VALLEY ROAD |
| 145923 | MANORCARE OF HIGHLAND PARK | 2773 SKOKIE VALLEY ROAD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| WESTMONT | IL | 60559 | (630) 960-2026 |
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| ANNA | IL | 62906 | (618) 833-6343 |
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| ANNA | IL | 62906 | (618) 833-6343 |
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| CHICAGO | IL | 60640 | (773) 769-2570 |
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| NEWMAN | IL | 61942 | (217) 837-2421 |
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| HIGHLAND PARK | IL | 60035 | (847) 266-9266 |
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| HIGHLAND PARK | IL | 60035 | (847) 266-9266 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/21/2011

04/13/2011

03/18/2011

04/13/2011

03/18/2011

04/13/2011

03/29/2011

04/12/2011

03/22/2011

04/08/2011

03/17/2011

04/08/2011

03/17/2011

04/08/2011

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---|----------|---|
| Properly mark drugs and other similar products. | Pattern | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and | Isolated | Minimal harm or potential for actual harm |

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Based on Nursing Home Compare - Complaint Deficiency

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|--------|---------------------------------|----------------------------|
| 145919 | ROCKFORD NURSING & REHAB CENTER | 1920 NORTH MAIN STREET |
| 145930 | GOOD SAMARITAN - PONTIAC | 14335 US HIGHWAY 66 |
| 145952 | HERITAGE MANOR-BEARDSTOWN SOUTH | 8306 ST LUKES DRIVE |
| 145620 | ROSEWOOD CARE CENTER OF SWANSEA | 100 ROSEWOOD VILLAGE DRIVE |
| 145930 | GOOD SAMARITAN - PONTIAC | 14335 US HIGHWAY 66 |
| 145850 | CEDAR POINTE REHAB & NURSING | 5825 WEST CERMAK ROAD |
| 145850 | CEDAR POINTE REHAB & NURSING | 5825 WEST CERMAK ROAD |
| 145850 | CEDAR POINTE REHAB & NURSING | 5825 WEST CERMAK |

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Based on Nursing Home Compare - Complaint Deficiency

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|------------|----|-------|----------------|
| ROCKFORD | IL | 61103 | (815) 316-1400 |
| PONTIAC | IL | 61764 | (815) 844-5121 |
| BEARDSTOWN | IL | 62618 | (217) 323-9454 |
| SWANSEA | IL | 62220 | (618) 236-1391 |
| PONTIAC | IL | 61764 | (815) 844-5121 |
| CICERO | IL | 60804 | (708) 656-9120 |
| CICERO | IL | 60804 | (708) 656-9120 |
| CICERO | IL | 60804 | (708) 656-9120 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/09/2011

04/07/2011

03/22/2011

04/07/2011

03/17/2011

04/07/2011

03/16/2011

04/06/2011

03/22/2011

04/06/2011

03/09/2011

04/01/2011

03/09/2011

04/01/2011

03/09/2011

04/01/2011

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Resident Assessment Deficiencies

Health

Pharmacy Service Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| investigate any acts or reports of abuse, neglect or mistreatment of residents. | | |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that a doctor approves a resident's admission in writing and that each resident has a doctor. | Isolated | Minimal harm or potential for actual harm |
| Properly mark drugs and other similar products. | Isolated | Minimal harm or potential for actual harm |
| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
| Tell the resident completely about his or her health status. | Isolated | Minimal harm or potential for actual harm |
| Keep safe, clean and homelike surroundings. | Pattern | Potential for minimal harm |
| Provide services to meet the needs and preferences of each resident. | Pattern | Minimal harm or potential for actual harm |
| Make sure that the nursing home | Pattern | Immediate jeopardy to resident health or |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|------------------------------------|------------------------|
| 145850 | CEDAR POINTE REHAB & NURSING | 5825 WEST CERMAK ROAD |
| 146026 | LEWIS MEMORIAL CHRISTIAN VLG | 3400 WEST WASHINGTON |
| 146026 | LEWIS MEMORIAL CHRISTIAN VLG | 3400 WEST WASHINGTON |
| 146026 | LEWIS MEMORIAL CHRISTIAN VLG | 3400 WEST WASHINGTON |
| 145761 | LAKWOOD NRSG & REHAB CENTER | 14718 S EASTERN AVENUE |
| 145684 | MANORCARE OF HOMEWOOD | 940 MAPLE AVENUE |
| 145736 | ALDEN TOWN MANOR REHAB & HCC | 6120 WEST OGDEN |
| 145736 | ALDEN TOWN MANOR REHAB & HCC | 6120 WEST OGDEN |
| 145256 | LAKELAND REHAB & HEALTHCARE CENTER | 800 WEST TEMPLE STREET |

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Based on Nursing Home Compare - Complaint Deficiency

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|-------------|----|-------|----------------|
| CICERO | IL | 60804 | (708) 656-9120 |
| SPRINGFIELD | IL | 62702 | (217) 787-9600 |
| SPRINGFIELD | IL | 62702 | (217) 787-9600 |
| SPRINGFIELD | IL | 62702 | (217) 787-9600 |
| PLAINFIELD | IL | 60544 | (815) 436-3400 |
| HOMWOOD | IL | 60430 | (708) 799-0244 |
| CICERO | IL | 60804 | (708) 863-0500 |
| CICERO | IL | 60804 | (708) 863-0500 |
| EFFINGHAM | IL | 62401 | (217) 342-2171 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/11/2011 04/01/2011

03/11/2011 04/01/2011

03/11/2011 04/01/2011

03/15/2011 03/30/2011

03/09/2011 03/29/2011

01/28/2011 03/29/2011

01/28/2011 03/29/2011

02/24/2011 03/25/2011

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | |
|--------|----------------------------------|
| Health | Environmental Deficiencies |
| Health | Resident Rights Deficiencies |
| Health | Resident Rights Deficiencies |
| Health | Environmental Deficiencies |
| Health | Administration Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Environmental Deficiencies |
| Health | Resident Assessment Deficiencies |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Make sure that the nursing home area is free of dangers that cause accidents. | Pattern | Immediate jeopardy to resident health or safety |
| Try to resolve each resident's complaints quickly. | Isolated | Minimal harm or potential for actual harm |
| Provide services to meet the needs and preferences of each resident. | Isolated | Minimal harm or potential for actual harm |
| Keep safe, clean and homelike surroundings. | Pattern | Potential for minimal harm |
| Keep accurate and appropriate medical records. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Immediate jeopardy to resident health or safety |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Immediate jeopardy to resident health or safety |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|-----------------------------------|----------------------------|
| 145416 | HEARTLAND MANOR NURSING CENTER | 410 NORTHWEST THIRD |
| 145416 | HEARTLAND MANOR NURSING CENTER | 410 NORTHWEST THIRD |
| 145248 | MORTON VILLA CARE CENTER | 190 EAST QUEENWOOD ROAD |
| 145388 | RICHLAND CARE & REHAB | 410 EAST MACK |
| 145043 | MANORCARE OF KANKAKEE | 900 WEST RIVER PLACE |
| 145043 | MANORCARE OF KANKAKEE | 900 WEST RIVER PLACE |
| 145950 | ROCK ISLAND NURSING & REHB CENTER | 2545 24TH STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| CASEY | IL | 62420 | (217) 932-4081 |
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| CASEY | IL | 62420 | (217) 932-4081 |
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| MORTON | IL | 61550 | (309) 266-9741 |
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| OLNEY | IL | 62450 | (618) 395-7421 |
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| KANKAKEE | IL | 60901 | (815) 933-1711 |
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| KANKAKEE | IL | 60901 | (815) 933-1711 |
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| ROCK ISLAND | IL | 61201 | (309) 788-0458 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/17/2011

03/25/2011

02/17/2011

03/25/2011

03/22/2011

03/24/2011

03/08/2011

03/24/2011

03/10/2011

03/23/2011

03/10/2011

03/23/2011

03/23/2011

03/23/2011

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Pharmacy Service Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|------------|---|
| Protect each resident from all abuse, physical punishment, and being separated from others. | Isolated | Actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Actual harm |
| 1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects. | Isolated | Minimal harm or potential for actual harm |
| Set up or keep a group of people to review and ensure quality. | Widespread | Potential for minimal harm |
| Give professional services that follow each resident's written care plan. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-----------|--------------------------------|-------------------------------|
| 145388 | RICHLAND CARE & REHAB | 410 EAST MACK |
| 145524 | HEARTLAND OF RIVERVIEW | 500 CENTENNIAL DRIVE |
| 145829 | BOULEVARD CARE NURSING & REHAB | 3405 SOUTH MICHIGAN AVENUE |
| 146112 | BRADLEY ROYALE | 650 NORTH KINZIE |
| 14E888 | SHARON HEALTH CARE WILLOWS | 3520 NORTH ROCHELLE |
| 1.40E+215 | HARBOR CREST HOME | 817 17TH STREET |
| 1.40E+215 | HARBOR CREST HOME | 817 17TH STREET |
| 145681 | PROVIDENCE PALOS HEIGHTS | 13259 SOUTH CENTRAL AVENUE |
| 145764 | RENAISSANCE PARK SOUTH | 10935 SOUTH HALSTED STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---------------|----|-------|----------------|
| OLNEY | IL | 62450 | (618) 395-7421 |
| EAST PEORIA | IL | 61611 | (309) 694-9865 |
| CHICAGO | IL | 60616 | (312) 791-0035 |
| BRADLEY | IL | 60915 | (815) 933-1666 |
| PEORIA | IL | 61604 | (309) 688-0451 |
| FULTON | IL | 61252 | (815) 589-3411 |
| FULTON | IL | 61252 | (815) 589-3411 |
| PALOS HEIGHTS | IL | 60463 | (708) 597-1000 |
| CHICAGO | IL | 60628 | (773) 928-2000 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/08/2011 03/21/2011

03/15/2011 03/21/2011

03/08/2011 03/18/2011

02/04/2011 03/18/2011

03/01/2011 03/17/2011

02/15/2011 03/15/2011

02/15/2011 03/15/2011

03/04/2011 03/14/2011

02/17/2011 03/14/2011

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|----------------------------------|
| | |
| Health | Administration Deficiencies |
| Health | Environmental Deficiencies |
| Health | Environmental Deficiencies |
| Health | Environmental Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Environmental Deficiencies |
| Health | Resident Assessment Deficiencies |
| Health | Quality Care Deficiencies |

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Based on Nursing Home Compare - Complaint Deficiency

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|---|------------|---|
| services to get or keep the highest quality of life possible. | | harm |
| post nurse staffing information. | Widespread | Potential for minimal harm |
| Have a program to keep infection from spreading. | Pattern | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Give or get special rehabilitation if in the patient's plan of care. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
| Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|---|---------------------------------------|
| 145764 | RENAISSANCE PARK SOUTH | 10935 SOUTH HALSTED STREET |
| 145764 | RENAISSANCE PARK SOUTH | 10935 SOUTH HALSTED STREET |
| 145764 | RENAISSANCE PARK SOUTH | 10935 SOUTH HALSTED STREET |
| 146070 | TWIN WILLOWS NURSING CENTER | 1600 NORTH BROADWAY, PO BOX 370 |
| 145333 | WEST SUBURBAN NURSING & REHAB CENTER | 311 EDGEWATER DRIVE |
| 145333 | WEST SUBURBAN NURSING & REHAB CENTER | 311 EDGEWATER DRIVE |
| 145234 | FREEPORT REHAB & HEALTH CARE CENTER | 900 SOUTH KIWANIS DRIVE |
| 145234 | FREEPORT REHAB & HEALTH CARE CENTER | 900 SOUTH KIWANIS DRIVE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

CHICAGO IL 60628 (773) 928-2000

CHICAGO IL 60628 (773) 928-2000

CHICAGO IL 60628 (773) 928-2000

SALEM IL 62881 (618) 548-0542

BLOOMINGDALE IL 60108 (630) 894-7400

BLOOMINGDALE IL 60108 (630) 894-7400

FREEPORT IL 61032 (815) 235-6196

FREEPORT IL 61032 (815) 235-6196

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/17/2011

03/14/2011

02/17/2011

03/14/2011

02/17/2011

03/14/2011

03/10/2011

03/13/2011

03/03/2011

03/12/2011

03/03/2011

03/12/2011

03/11/2011

03/11/2011

03/11/2011

03/11/2011

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

quality.

| | | |
|---|----------|---|
| Make a complete assessment that covers all questions for areas that are listed in official regulations. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

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|--|----------|---|
| Provide social services for related medical problems to help each resident achieve the highest possible quality of life. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

| | | |
|---|----------|---|
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

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|--|---------|---|
| Keep each resident free from physical restraints, unless needed for medical treatment. | Pattern | Minimal harm or potential for actual harm |
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| | | |
|---|----------|---|
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

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|--|----------|---|
| Make sure that each resident's nutritional needs were met. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

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|---|----------|-------------|
| Protect each resident from all abuse, physical punishment, and being separated from others. | Isolated | Actual harm |
|---|----------|-------------|

| | | |
|--|----------|---|
| Write and use policies that forbid mistreatment, neglect and abuse | Isolated | Minimal harm or potential for actual harm |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|---------------------------------|--------------------------------|
| | | DRIVE |
| 145364 | CHAMPAIGN COUNTY NURSING HOME | 500 SOUTH ART BARTELL DRIVE |
| 145364 | CHAMPAIGN COUNTY NURSING HOME | 500 SOUTH ART BARTELL DRIVE |
| 145928 | NORTH CHURCH NURSING & REHAB | 1021 NORTH CHURCH STREET |
| 145952 | HERITAGE MANOR-BEARDSTOWN SOUTH | 8306 ST LUKES DRIVE |
| 145416 | HEARTLAND MANOR NURSING CENTER | 410 NORTHWEST THIRD |
| 146036 | SHAWNEE CHRISTIAN NURSING CTR | 1901 13TH STREET |
| 146036 | SHAWNEE CHRISTIAN NURSING CTR | 1901 13TH STREET |
| 146036 | SHAWNEE CHRISTIAN NURSING CTR | 1901 13TH STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------------|----|-------|----------------|
| URBANA | IL | 61802 | (217) 384-3784 |
| URBANA | IL | 61802 | (217) 384-3784 |
| JACKSONVILLE | IL | 62650 | (217) 245-4174 |
| BEARDSTOWN | IL | 62618 | (217) 323-9454 |
| CASEY | IL | 62420 | (217) 932-4081 |
| HERRIN | IL | 62948 | (618) 942-7391 |
| HERRIN | IL | 62948 | (618) 942-7391 |
| HERRIN | IL | 62948 | (618) 942-7391 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/10/2011

03/11/2011

03/10/2011

03/11/2011

03/04/2011

03/11/2011

02/15/2011

03/11/2011

02/17/2011

03/09/2011

02/10/2011

03/09/2011

02/10/2011

03/09/2011

02/10/2011

03/09/2011

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health Quality Care Deficiencies

Health Mistreatment Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Mistreatment Deficiencies

Health Quality Care Deficiencies

Health Administration Deficiencies

Health Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| mistreatment, neglect and abuse of residents and theft of residents' property. | | harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Immediate jeopardy to resident health or safety |
| Protect residents from mistreatment, neglect, and/or theft of personal property. | Isolated | Immediate jeopardy to resident health or safety |
| Give professional services that follow each resident's written care plan. | Pattern | Minimal harm or potential for actual harm |
| Give professional services that follow each resident's written care plan. | Isolated | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Keep accurate and appropriate medical records. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|------------------------------|-------------------------------|
| 145681 | PROVIDENCE PALOS HEIGHTS | 13259 SOUTH CENTRAL AVENUE |
| 146049 | IROQUOIS RESIDENT HOME, THE | 200 FAIRMAN AVENUE |
| 145795 | TOWER HILL HEALTHCARE CENTER | 759 KANE STREET |
| 145011 | GROVE OF EVANSTON | 500 ASBURY STREET |
| 14E360 | SHELDON HEALTH CARE CENTER | 170 WEST CONCORD |
| 145761 | LAKWOOD NRSG & REHAB CENTER | 14718 S EASTERN AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---------------|----|-------|----------------|
| PALOS HEIGHTS | IL | 60463 | (708) 597-1000 |
|---------------|----|-------|----------------|

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|---------|----|-------|----------------|
| WATSEKA | IL | 60970 | (815) 432-7768 |
|---------|----|-------|----------------|

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|-------------|----|-------|----------------|
| SOUTH ELGIN | IL | 60177 | (847) 697-3310 |
|-------------|----|-------|----------------|

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|----------|----|-------|----------------|
| EVANSTON | IL | 60202 | (847) 316-3320 |
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|---------|----|-------|----------------|
| SHELDON | IL | 60966 | (815) 429-3522 |
|---------|----|-------|----------------|

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|------------|----|-------|----------------|
| PLAINFIELD | IL | 60544 | (815) 436-3400 |
|------------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/04/2011

03/08/2011

03/04/2011

03/08/2011

02/24/2011

03/04/2011

02/28/2011

03/03/2011

03/01/2011

03/03/2011

02/04/2011

03/02/2011

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| area is free of dangers that cause accidents. | | harm |
| Keep accurate and appropriate medical records. | Isolated | Minimal harm or potential for actual harm |
| Have a program to keep infection from spreading. | Pattern | Minimal harm or potential for actual harm |
| Provide care in a way that keeps or builds each resident's dignity and self respect. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|---|--------------------------|
| 145761 | LAKWOOD NRSG & REHAB CENTER | 14718 S EASTERN AVENUE |
| 145761 | LAKWOOD NRSG & REHAB CENTER | 14718 S EASTERN AVENUE |
| 145988 | TRANSITIONS NURSING AND REHABILITATION CENTER | 1000 DIXON AVENUE |
| 145988 | TRANSITIONS NURSING AND REHABILITATION CENTER | 1000 DIXON AVENUE |
| 145988 | TRANSITIONS NURSING AND REHABILITATION CENTER | 1000 DIXON AVENUE |
| 146130 | HILLCREST RETIREMENT VILLAGE | 1740 NORTH CIRCUIT DRIVE |
| 145070 | COURTYARD HEALTHCARE CENTER | 3601 SOUTH HARLEM AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---------------------|----|-------|----------------|
| PLAINFIELD | IL | 60544 | (815) 436-3400 |
| PLAINFIELD | IL | 60544 | (815) 436-3400 |
| ROCK FALLS | IL | 61071 | (815) 625-8510 |
| ROCK FALLS | IL | 61071 | (815) 625-8510 |
| ROCK FALLS | IL | 61071 | (815) 625-8510 |
| ROUND LAKE BEACH | IL | 60073 | (847) 546-5300 |
| BERWYN | IL | 60402 | (708) 749-4160 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/04/2011

03/02/2011

02/04/2011

03/02/2011

03/02/2011

03/02/2011

03/02/2011

03/02/2011

03/02/2011

03/02/2011

02/16/2011

03/02/2011

02/08/2011

02/28/2011

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Administration Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|------------|---|
| needs, with timetables and actions that can be measured. | | |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Be administered in a way that leads to the highest possible level of well being for each resident. | Widespread | Immediate jeopardy to resident health or safety |
| Protect each resident from all abuse, physical punishment, and being separated from others. | Isolated | Immediate jeopardy to resident health or safety |
| Protect residents from mistreatment, neglect, and/or theft of personal property. | Isolated | Immediate jeopardy to resident health or safety |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|---|---------------------|
| 145420 | BRIDGEWAY CHRISTIAN VILLAGE REHAB & SNF | 111 EAST WASHINGTON |
| 145863 | MARION REHAB & NURSING CENTER | 1301 EAST DEYOUNG |
| 145863 | MARION REHAB & NURSING CENTER | 1301 EAST DEYOUNG |
| 145450 | ALDEN LAKELAND REHAB & HCC | 820 WEST LAWRENCE |
| 145450 | ALDEN LAKELAND REHAB & HCC | 820 WEST LAWRENCE |
| 14E888 | SHARON HEALTH CARE WILLOWS | 3520 NORTH ROCHELLE |
| 145221 | FAIRVIEW CARE CENTER OF JOLIET | 222 NORTH HAMMES |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-------------|----|-------|----------------|
| BENSENVILLE | IL | 60106 | (630) 766-5800 |
| MARION | IL | 62959 | (618) 997-1365 |
| MARION | IL | 62959 | (618) 997-1365 |
| CHICAGO | IL | 60640 | (773) 769-2570 |
| CHICAGO | IL | 60640 | (773) 769-2570 |
| PEORIA | IL | 61604 | (309) 688-0451 |
| JOLIET | IL | 60435 | (815) 725-0443 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/22/2011

02/25/2011

01/27/2011

02/25/2011

01/27/2011

02/25/2011

02/04/2011

02/24/2011

02/04/2011

02/24/2011

02/08/2011

02/23/2011

02/01/2011

02/22/2011

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Resident Assessment Deficiencies |
|--------|----------------------------------|

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| Health | Pharmacy Service Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---|----------|---|
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that follow each resident's written care plan. | Isolated | Minimal harm or potential for actual harm |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Pattern | Minimal harm or potential for actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| 1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|--------------------------------------|------------------------|
| 145043 | MANORCARE OF KANKAKEE | 900 WEST RIVER PLACE |
| 145333 | WEST SUBURBAN NURSING & REHAB CENTER | 311 EDGEWATER DRIVE |
| 145503 | DOUGLAS REHABILITATION & CARE CENTER | 3516 POWELL LANE |
| 145503 | DOUGLAS REHABILITATION & CARE CENTER | 3516 POWELL LANE |
| 145726 | TIMBER POINT HEALTHCARE CENTER | 205 EAST SPRING STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| KANKAKEE | IL | 60901 | (815) 933-1711 |
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|--------------|----|-------|----------------|
| BLOOMINGDALE | IL | 60108 | (630) 894-7400 |
|--------------|----|-------|----------------|

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| MATTOON | IL | 61938 | (217) 234-6401 |
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| MATTOON | IL | 61938 | (217) 234-6401 |
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|------------|----|-------|----------------|
| CAMP POINT | IL | 62320 | (217) 593-7734 |
|------------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/03/2011

02/21/2011

02/03/2011

02/21/2011

01/31/2011

02/21/2011

02/10/2011

02/21/2011

01/25/2011

02/21/2011

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Pharmacy Service Deficiencies

Health

Resident Assessment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--|----------|---|
| change drugs that cause unwanted effects. | | |
| Make sure that residents are safe from serious medication errors. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Pattern | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Actual harm |
| 1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects. | Pattern | Minimal harm or potential for actual harm |
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|---------------------------------|--------------------------|
| 145798 | COUNTRYSIDE NURSING & REHAB CTR | 1635 EAST 154TH STREET |
| 145847 | STEARNS NURSING & REHAB CENTER | 3900 STEARNS AVENUE |
| 145847 | STEARNS NURSING & REHAB CENTER | 3900 STEARNS AVENUE |
| 145244 | LAKE SHORE HLTHCARE &REHAB CTR | 7200 NORTH SHERIDAN ROAD |
| 145688 | ALDEN PRINCETON REHAB & HCC | 255 WEST 69TH STREET |
| 145688 | ALDEN PRINCETON REHAB & HCC | 255 WEST 69TH STREET |
| 145688 | ALDEN PRINCETON REHAB & HCC | 255 WEST 69TH |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|----|-------|----------------|
| DOLTON | IL | 60419 | (708) 841-9550 |
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|--------------|----|-------|----------------|
| GRANITE CITY | IL | 62040 | (618) 931-3900 |
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| GRANITE CITY | IL | 62040 | (618) 931-3900 |
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| CHICAGO | IL | 60626 | (773) 973-7200 |
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| CHICAGO | IL | 60621 | (773) 224-5900 |
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| CHICAGO | IL | 60621 | (773) 224-5900 |
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| CHICAGO | IL | 60621 | (773) 224-5900 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/01/2011

02/18/2011

01/27/2011

02/17/2011

01/27/2011

02/17/2011

01/21/2011

02/15/2011

12/22/2010

02/15/2011

12/22/2010

02/15/2011

12/22/2010

02/15/2011

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

update the care plan.

| | | |
|---|----------|-------------|
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
|---|----------|-------------|

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| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary. | Isolated | Actual harm |
|--|----------|-------------|

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| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
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| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

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| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
|---|----------|-------------|

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|--|----------|---|
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

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|------------------------------|---------|--------------------------------------|
| Make sure that residents who | Pattern | Minimal harm or potential for actual |
|------------------------------|---------|--------------------------------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

STREET

| | | |
|--------|--------------------------|-----------------------------|
| 146017 | HERITAGE NURSING CENTER | 1315B CURT DRIVE |
| 146017 | HERITAGE NURSING CENTER | 1315B CURT DRIVE |
| 145597 | PEKIN MANOR | 1520 EL CAMINO DRIVE |
| 145946 | RENAISSANCE AT HILLSIDE | 4600 NORTH FRONTAGE ROAD |
| 145946 | RENAISSANCE AT HILLSIDE | 4600 NORTH FRONTAGE ROAD |
| 145248 | MORTON VILLA CARE CENTER | 190 EAST QUEENWOOD ROAD |
| 145248 | MORTON VILLA CARE CENTER | 190 EAST QUEENWOOD ROAD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-----------|----|-------|----------------|
| CHAMPAIGN | IL | 61820 | (217) 352-5707 |
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| CHAMPAIGN | IL | 61820 | (217) 352-5707 |
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| PEKIN | IL | 61554 | (309) 353-1099 |
|-------|----|-------|----------------|

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| HILLSIDE | IL | 60162 | (708) 544-9933 |
|----------|----|-------|----------------|

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| HILLSIDE | IL | 60162 | (708) 544-9933 |
|----------|----|-------|----------------|

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|--------|----|-------|----------------|
| MORTON | IL | 61550 | (309) 266-9741 |
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| MORTON | IL | 61550 | (309) 266-9741 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/03/2011

02/14/2011

02/14/2011

02/14/2011

01/10/2011

02/11/2011

01/21/2011

02/11/2011

01/21/2011

02/11/2011

01/27/2011

02/08/2011

01/27/2011

02/08/2011

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

cannot care for themselves

harm

receive help with eating/drinking,
grooming and hygiene.

Make sure that the nursing home
area is free of dangers that cause
accidents.

Isolated

Actual harm

Make sure that the nursing home
area is free of dangers that cause
accidents.

Widespread

Immediate jeopardy to resident health or
safety

Let the appropriate people see
and talk to each resident.

Isolated

Minimal harm or potential for actual
harm

Give each resident care and
services to get or keep the
highest quality of life possible.

Isolated

Minimal harm or potential for actual
harm

Make sure that doctors visit
residents regularly, as required.

Isolated

Minimal harm or potential for actual
harm

Make sure that the nursing home
area is free of dangers that cause
accidents.

Isolated

Minimal harm or potential for actual
harm

1) Hire only people who have no
legal history of abusing,
neglecting or mistreating
residents; or 2) report and
investigate any acts or reports of
abuse, neglect or mistreatment of
residents.

Isolated

Minimal harm or potential for actual
harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--------------------------------|---------------------------------|
| 146035 | NORTH ADAMS HOME | 2259 EAST 1100TH STREET |
| 146035 | NORTH ADAMS HOME | 2259 EAST 1100TH STREET |
| 145294 | PRAIRIE VILLAGE HEALTHCARE CTR | 1024 WEST WALNUT |
| 145674 | LEROY MANOR | 509 SOUTH BUCK ROAD, PO BOX 149 |
| 145872 | ALDEN LONG GROVE REHAB &HC CTR | BOX 2308 RFD HICKS ROAD |
| 145424 | GLENSHIRE NURSING & REHAB CTRE | 22660 SOUTH CICERO AVENUE |
| 145424 | GLENSHIRE NURSING & REHAB CTRE | 22660 SOUTH CICERO AVENUE |
| 145424 | GLENSHIRE NURSING & REHAB CTRE | 22660 SOUTH CICERO |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|--------------|----|-------|----------------|
| MENDON | IL | 62351 | (217) 936-2137 |
| MENDON | IL | 62351 | (217) 936-2137 |
| JACKSONVILLE | IL | 62650 | (217) 245-5175 |
| LE ROY | IL | 61752 | (309) 962-5000 |
| LONG GROVE | IL | 60047 | (847) 438-8275 |
| RIGHTON PARK | IL | 60471 | (708) 747-6120 |
| RIGHTON PARK | IL | 60471 | (708) 747-6120 |
| RIGHTON PARK | IL | 60471 | (708) 747-6120 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/13/2011

02/07/2011

01/13/2011

02/07/2011

01/19/2011

02/04/2011

01/19/2011

02/04/2011

01/03/2011

02/04/2011

01/14/2011

02/03/2011

01/14/2011

02/03/2011

01/14/2011

02/03/2011

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|------------|---|
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Have licensed, certified, or registered staff to give needed services. | Widespread | Potential for minimal harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Keep safe, clean and homelike surroundings. | Pattern | Potential for minimal harm |
| Provide services to meet the needs and preferences of each resident. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that | Pattern | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

AVENUE

| | | |
|-----------|--------------------------------|---------------------------|
| 145424 | GLENSHIRE NURSING & REHAB CTRE | 22660 SOUTH CICERO AVENUE |
| 145424 | GLENSHIRE NURSING & REHAB CTRE | 22660 SOUTH CICERO AVENUE |
| 145424 | GLENSHIRE NURSING & REHAB CTRE | 22660 SOUTH CICERO AVENUE |
| 145623 | WALNUT GROVE VILLAGE | 1095 TWILIGHT DRIVE |
| 145160 | CAPITOL CARE CENTER | 555 WEST CARPENTER |
| 145858 | ELMWOOD NURSING & REHAB CENTER | 152 WILMA DRIVE |
| 145858 | ELMWOOD NURSING & REHAB CENTER | 152 WILMA DRIVE |
| 145858 | ELMWOOD NURSING & REHAB CENTER | 152 WILMA DRIVE |
| 1.40E+151 | MONROE PAV HLTH/TREATMENT CTR | 1400 WEST MONROE STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------------|----|-------|----------------|
| RIGHTON PARK | IL | 60471 | (708) 747-6120 |
| RIGHTON PARK | IL | 60471 | (708) 747-6120 |
| RIGHTON PARK | IL | 60471 | (708) 747-6120 |
| MORRIS | IL | 60450 | (815) 942-5108 |
| SPRINGFIELD | IL | 62702 | (217) 525-1880 |
| MARYVILLE | IL | 62062 | (618) 344-7750 |
| MARYVILLE | IL | 62062 | (618) 344-7750 |
| MARYVILLE | IL | 62062 | (618) 344-7750 |
| CHICAGO | IL | 60607 | (312) 666-4090 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/14/2011

02/03/2011

01/14/2011

02/03/2011

01/14/2011

02/03/2011

01/21/2011

02/03/2011

01/26/2011

01/31/2011

01/25/2011

01/31/2011

01/25/2011

01/31/2011

01/25/2011

01/31/2011

01/06/2011

01/31/2011

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| meet a professional standard of quality. | | harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Have a program to keep infection from spreading. | Pattern | Minimal harm or potential for actual harm |
| Follow all laws and professional standards. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Have a program to keep infection from spreading. | Pattern | Minimal harm or potential for actual harm |
| Keep each resident free from physical restraints, unless needed for medical treatment. | Pattern | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Make a complete assessment that covers all questions for areas that are listed in official regulations. | Pattern | Minimal harm or potential for actual harm |
| Provide enough notice before discharging or transferring a | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

STREET

1.40E+151

MONROE PAV HLTH/TREATMENT CTR

1400 WEST MONROE
STREET

145879

TRI-STATE NURSING & REHAB CTR

2500 EAST 175TH
STREET

145441

SHELBYVILLE MANOR

1111 WEST NORTH
12TH STREET

145441

SHELBYVILLE MANOR

1111 WEST NORTH
12TH STREET

145696

NILES NSG & REHAB CTR

9777 GREENWOOD

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---------|----|-------|----------------|
| CHICAGO | IL | 60607 | (312) 666-4090 |
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| LANSING | IL | 60438 | (708) 474-7330 |
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| SHELBYVILLE | IL | 62565 | (217) 774-2111 |
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| SHELBYVILLE | IL | 62565 | (217) 774-2111 |
|-------------|----|-------|----------------|

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| NILES | IL | 60714 | (847) 967-7000 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/06/2011

01/31/2011

01/04/2011

01/28/2011

01/27/2011

01/27/2011

01/27/2011

01/27/2011

12/23/2010

01/27/2011

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|------------|---|
| discharging or transferring a resident. | | harm |
| Provide needed housekeeping and maintenance. | Widespread | Potential for minimal harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|--------------------------------------|----------------------------|
| 145696 | NILES NSG & REHAB CTR | 9777 GREENWOOD |
| 145524 | HEARTLAND OF RIVERVIEW | 500 CENTENNIAL DRIVE |
| 146114 | LENA LIVING CENTER | 1010 SOUTH LOGAN STREET |
| 145419 | ELMWOOD NURSING | 7733 WEST GRAND AVENUE |
| 145503 | DOUGLAS REHABILITATION & CARE CENTER | 3516 POWELL LANE |
| 145927 | WINDMILL NURSING PAVILION | 16000 SOUTH WABASH |
| 145927 | WINDMILL NURSING PAVILION | 16000 SOUTH |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---------------|----|-------|----------------|
| NILES | IL | 60714 | (847) 967-7000 |
| EAST PEORIA | IL | 61611 | (309) 694-9865 |
| LENA | IL | 61048 | (815) 369-4561 |
| ELMWOOD PARK | IL | 60707 | (708) 452-9200 |
| MATTOON | IL | 61938 | (217) 234-6401 |
| SOUTH HOLLAND | IL | 60473 | (708) 339-0600 |
| SOUTH HOLLAND | IL | 60473 | (708) 339-0600 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

12/23/2010

01/27/2011

01/19/2011

01/26/2011

01/25/2011

01/26/2011

01/12/2011

01/24/2011

01/11/2011

01/24/2011

01/04/2011

01/24/2011

01/04/2011

01/24/2011

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

WABASH

145927

WINDMILL NURSING PAVILION

16000 SOUTH
WABASH

146005

ASTA CARE CENTER - FORD COUNTY

1240 NORTH MARKET
STREET

146079

HELIA HEALTHCARE OF CARBONDALE

500 SOUTH LEWIS
LANE

14A074

ARBOUR HEALTH CARE CENTER

1512 WEST FARGO

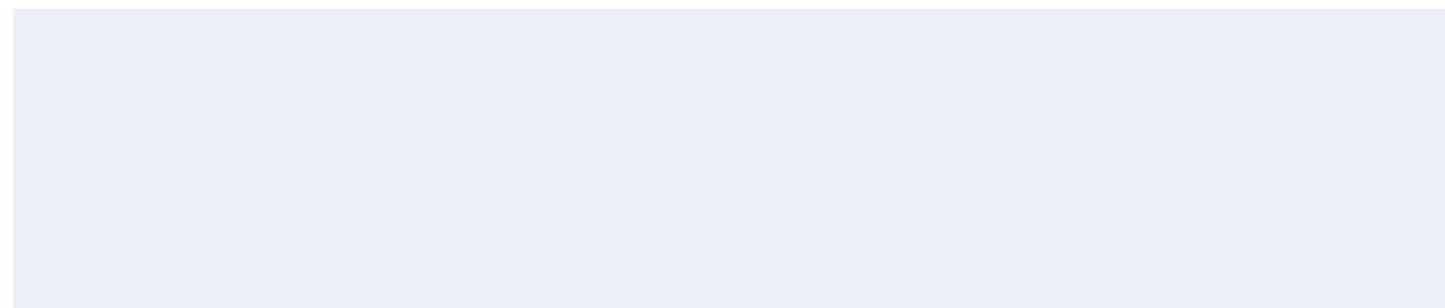
145796

BALMORAL HOME

2055 WEST
BALMORAL AVENUE

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency



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|---------------|----|-------|----------------|
| SOUTH HOLLAND | IL | 60473 | (708) 339-0600 |
|---------------|----|-------|----------------|

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| PAXTON | IL | 60957 | (217) 379-4896 |
|--------|----|-------|----------------|

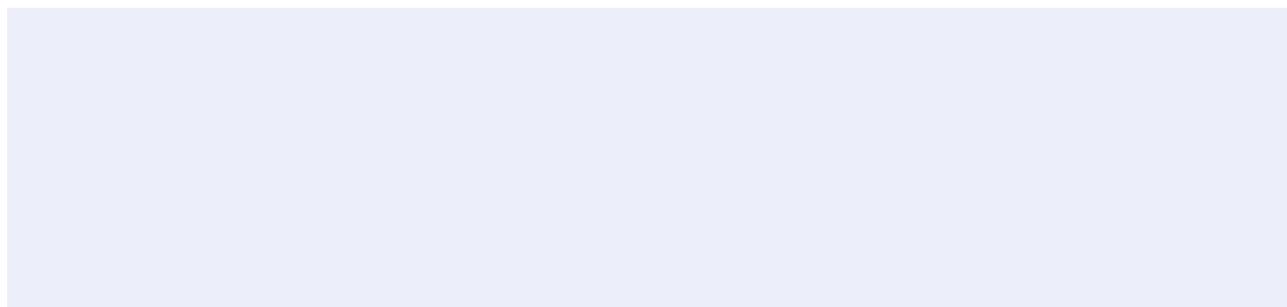
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|------------|----|-------|----------------|
| CARBONDALE | IL | 62901 | (618) 529-5355 |
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| CHICAGO | IL | 60626 | (773) 465-7751 |
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| CHICAGO | IL | 60625 | (773) 561-8661 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency



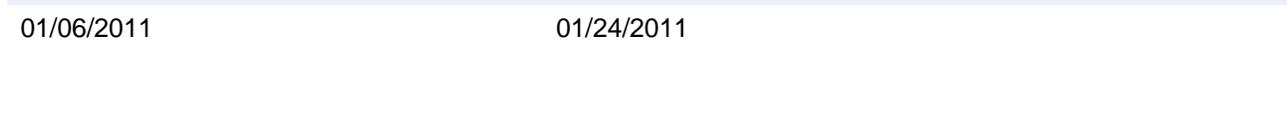
01/04/2011

01/24/2011



01/05/2011

01/24/2011



01/06/2011

01/24/2011



12/10/2010

01/24/2011

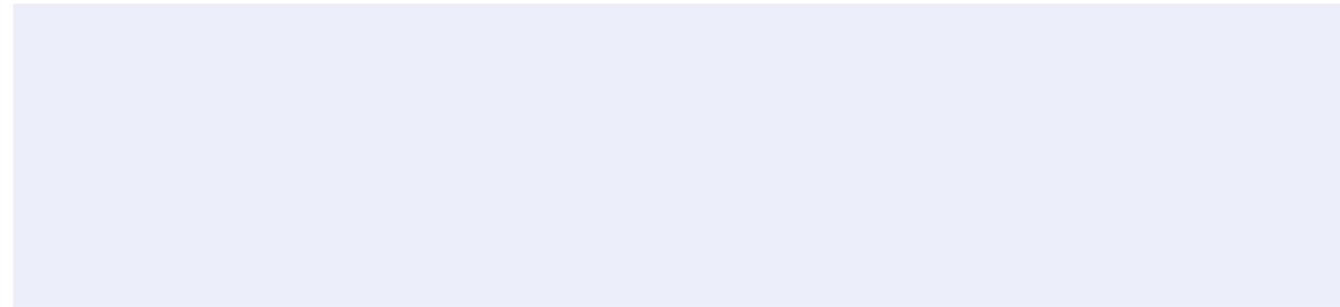


01/07/2011

01/23/2011

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency



Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | | harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure there is a program to prevent/deal with mice, insects, or other pests. | Pattern | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|-------------------------------|------------------------------|
| 145796 | BALMORAL HOME | 2055 WEST BALMORAL AVENUE |
| 145688 | ALDEN PRINCETON REHAB & HCC | 255 WEST 69TH STREET |
| 146036 | SHAWNEE CHRISTIAN NURSING CTR | 1901 13TH STREET |
| 145259 | ALDEN PARK STRATHMOOR | 5668 STRATHMOOR DRIVE |
| 145688 | ALDEN PRINCETON REHAB & HCC | 255 WEST 69TH STREET |
| 145850 | CEDAR POINTE REHAB & NURSING | 5825 WEST CERMAK ROAD |
| 145850 | CEDAR POINTE REHAB & NURSING | 5825 WEST CERMAK |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---------|----|-------|----------------|
| CHICAGO | IL | 60625 | (773) 561-8661 |
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| CHICAGO | IL | 60621 | (773) 224-5900 |
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| HERRIN | IL | 62948 | (618) 942-7391 |
|--------|----|-------|----------------|

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| ROCKFORD | IL | 61107 | (815) 229-5200 |
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| CHICAGO | IL | 60621 | (773) 224-5900 |
|---------|----|-------|----------------|

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| CICERO | IL | 60804 | (708) 656-9120 |
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| CICERO | IL | 60804 | (708) 656-9120 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/07/2011

01/23/2011

12/22/2010

01/21/2011

12/28/2010

01/21/2011

12/28/2010

01/20/2011

12/22/2010

01/20/2011

12/10/2010

01/20/2011

12/10/2010

01/20/2011

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

| | | |
|---|----------|---|
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

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| Provide needed housekeeping and maintenance. | Pattern | Minimal harm or potential for actual harm |
|--|---------|---|

| | | |
|---|----------|---|
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

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| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
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| Give or get special rehabilitation if in the patient's plan of care. | Isolated | Minimal harm or potential for actual harm |
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| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

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|-------------------------------------|----------|--------------------------------------|
| Provide social services for related | Isolated | Minimal harm or potential for actual |
|-------------------------------------|----------|--------------------------------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

ROAD

| | | |
|--------|------------------------------|-----------------------|
| 145850 | CEDAR POINTE REHAB & NURSING | 5825 WEST CERMAK ROAD |
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| 145850 | CEDAR POINTE REHAB & NURSING | 5825 WEST CERMAK ROAD |
|--------|------------------------------|-----------------------|

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| 145878 | ST PATRICK'S RESIDENCE | 1400 BROOKDALE ROAD |
|--------|------------------------|---------------------|

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| 145988 | TRANSITIONS NURSING AND REHABILITATION CENTER | 1000 DIXON AVENUE |
|--------|---|-------------------|

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| 145500 | HILLSBORO REHAB & HCC | 1300 EAST TREMONT STREET |
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| 145500 | HILLSBORO REHAB & HCC | 1300 EAST TREMONT STREET |
|--------|-----------------------|--------------------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|----|-------|----------------|
| CICERO | IL | 60804 | (708) 656-9120 |
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|--------|----|-------|----------------|
| CICERO | IL | 60804 | (708) 656-9120 |
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| NAPERVILLE | IL | 60563 | (630) 416-6565 |
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| ROCK FALLS | IL | 61071 | (815) 625-8510 |
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| HILLSBORO | IL | 62049 | (217) 532-6191 |
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| HILLSBORO | IL | 62049 | (217) 532-6191 |
|-----------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

12/10/2010

01/20/2011

12/10/2010

01/20/2011

12/28/2010

01/20/2011

12/29/2010

01/20/2011

12/21/2010

01/19/2011

12/21/2010

01/19/2011

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| medical problems to help each resident achieve the highest possible quality of life. | | harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Honor all of the resident's rights as a resident of the nursing home and as a citizen or resident of the United States. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|-----------|----------------------------------|---------------------------|
| 145500 | HILLSBORO REHAB & HCC | 1300 EAST TREMONT STREET |
| 145945 | IMBODEN CREEK LIVING CENTER | 180 WEST IMBODEN |
| 1.40E+170 | WINSTON MANOR CNV & NURSING | 2155 WEST PIERCE |
| 145371 | ASTA CARE CENTER OF BLOOMINGTN | 1509 NORTH CALHOUN STREET |
| 146086 | TUSCOLA HEALTH CARE CENTER | 1203 EGYPTIAN TRAIL |
| 145891 | ROSEWOOD CARE CENTER OF ROCKFORD | 1660 SOUTH MULFORD |
| 146012 | SYCAMORE | 720 SYCAMORE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-------------|----|-------|----------------|
| HILLSBORO | IL | 62049 | (217) 532-6191 |
| DECATUR | IL | 62521 | (217) 422-6464 |
| CHICAGO | IL | 60622 | (773) 252-2066 |
| BLOOMINGTON | IL | 61701 | (309) 827-6046 |
| TUSCOLA | IL | 61953 | (217) 253-4791 |
| ROCKFORD | IL | 61108 | (815) 397-8700 |
| QUINCY | IL | 62301 | (217) 222-1480 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

12/21/2010

01/19/2011

12/30/2010

01/19/2011

12/22/2010

01/19/2011

11/30/2010

01/18/2011

12/22/2010

01/18/2011

12/20/2010

01/17/2011

01/04/2011

01/17/2011

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health Quality Care Deficiencies

Health Pharmacy Service Deficiencies

Health Mistreatment Deficiencies

Health Mistreatment Deficiencies

Health Resident Rights Deficiencies

Health Resident Rights Deficiencies

Health Nutrition and Dietary Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| grooming and hygiene. | | |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents are safe from serious medication errors. | Pattern | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Provide enough notice before discharging or transferring a resident. | Isolated | Minimal harm or potential for actual harm |
| Provide care in a way that keeps or builds each resident's dignity and self respect. | Isolated | Minimal harm or potential for actual harm |
| Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right | Pattern | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|------------------------|------------------|
| 146076 | MANOR COURT OF CLINTON | 1 PARK LANE WEST |
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| 146076 | MANOR COURT OF CLINTON | 1 PARK LANE WEST |
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| 146076 | MANOR COURT OF CLINTON | 1 PARK LANE WEST |
|--------|------------------------|------------------|

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|--------|----------------------|-----------------|
| 14E392 | WEST CHICAGO TERRACE | 928 JOLIET ROAD |
|--------|----------------------|-----------------|

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| 145730 | CONTINENTAL NURSING & REHAB CENTER | 5336 NORTH WESTERN AVENUE |
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| 145730 | CONTINENTAL NURSING & REHAB CENTER | 5336 NORTH WESTERN AVENUE |
|--------|------------------------------------|------------------------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---------|----|-------|----------------|
| CLINTON | IL | 61727 | (217) 935-8500 |
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| CLINTON | IL | 61727 | (217) 935-8500 |
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| CLINTON | IL | 61727 | (217) 935-8500 |
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| WEST CHICAGO | IL | 60185 | (630) 231-9292 |
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| CHICAGO | IL | 60625 | (773) 271-5600 |
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| CHICAGO | IL | 60625 | (773) 271-5600 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

12/22/2010

01/17/2011

12/22/2010

01/17/2011

12/22/2010

01/17/2011

12/28/2010

01/17/2011

12/15/2010

01/15/2011

12/15/2010

01/15/2011

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

temperature.

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Pattern

Minimal harm or potential for actual harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Isolated

Minimal harm or potential for actual harm

Make sure that residents are safe from serious medication errors.

Pattern

Minimal harm or potential for actual harm

Give professional services that meet a professional standard of quality.

Isolated

Minimal harm or potential for actual harm

Give or get special rehabilitation if in the patient's plan of care.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|------------------------------------|------------------------------|
| 145730 | CONTINENTAL NURSING & REHAB CENTER | 5336 NORTH WESTERN AVENUE |
| 145730 | CONTINENTAL NURSING & REHAB CENTER | 5336 NORTH WESTERN AVENUE |
| 145338 | MANORCARE OF WESTMONT | 512 EAST OGDEN AVENUE |
| 145338 | MANORCARE OF WESTMONT | 512 EAST OGDEN AVENUE |
| 145160 | CAPITOL CARE CENTER | 555 WEST CARPENTER |
| 145160 | CAPITOL CARE CENTER | 555 WEST CARPENTER |
| 145160 | CAPITOL CARE CENTER | 555 WEST CARPENTER |
| 145818 | ASTA CARE CENTER OF ROCKFORD | 707 WEST RIVERSIDE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

CHICAGO IL 60625 (773) 271-5600

CHICAGO IL 60625 (773) 271-5600

WESTMONT IL 60559 (630) 323-4400

WESTMONT IL 60559 (630) 323-4400

SPRINGFIELD IL 62702 (217) 525-1880

SPRINGFIELD IL 62702 (217) 525-1880

SPRINGFIELD IL 62702 (217) 525-1880

ROCKFORD IL 61103 (815) 877-5752

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

12/15/2010 01/15/2011

12/15/2010 01/15/2011

12/21/2010 01/14/2011

12/21/2010 01/14/2011

12/15/2010 01/13/2011

12/15/2010 01/13/2011

12/15/2010 01/13/2011

12/17/2010 01/12/2011

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|------------|---|
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature. | Isolated | Minimal harm or potential for actual harm |
| Store, cook, and give out food in a safe and clean way. | Widespread | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that residents are well nourished. | Pattern | Minimal harm or potential for actual harm |
| Give each resident enough fluids | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

BOULEVARD

145818

ASTA CARE CENTER OF ROCKFORD

707 WEST RIVERSIDE
BOULEVARD

145975

ROCHELLE REHAB & HEALTH CARE CENTER

900 NORTH 3RD
STREET

145899

LEXINGTON OF ORLAND PARK

14601 SOUTH JOHN
HUMPHREY DR

145899

LEXINGTON OF ORLAND PARK

14601 SOUTH JOHN
HUMPHREY DR

145950

ROCK ISLAND NURSING & REHB CENTER

2545 24TH STREET

146109

MEADOWS MENNONITE HOME

24588 CHURCH
STREET

145197

CONCORD NURSING & REHAB CENTER

9401 SOUTH
RIDGELAND AVENUE

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|----------|----|-------|----------------|
| ROCKFORD | IL | 61103 | (815) 877-5752 |
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|----------|----|-------|----------------|
| ROCHELLE | IL | 61068 | (815) 562-4111 |
|----------|----|-------|----------------|

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|-------------|----|-------|----------------|
| ORLAND PARK | IL | 60462 | (708) 349-8300 |
|-------------|----|-------|----------------|

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| ORLAND PARK | IL | 60462 | (708) 349-8300 |
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| ROCK ISLAND | IL | 61201 | (309) 788-0458 |
|-------------|----|-------|----------------|

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| CHENOA | IL | 61726 | (309) 747-2702 |
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| OAK LAWN | IL | 60453 | (708) 599-6700 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

12/17/2010

01/12/2011

01/06/2011

01/12/2011

12/16/2010

01/11/2011

12/16/2010

01/11/2011

12/22/2010

01/10/2011

12/02/2010

01/10/2011

12/17/2010

01/07/2011

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|------------|---|
| to keep them healthy and prevent dehydration. | | harm |
| Give professional services that follow each resident's written care plan. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is safe, easy to use, clean and comfortable. | Widespread | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Pattern | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Pattern | Minimal harm or potential for actual harm |
| Give professional services that follow each resident's written care plan. | Isolated | Minimal harm or potential for actual harm |
| Have a program to keep infection from spreading. | Widespread | Minimal harm or potential for actual harm |
| Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145197 | CONCORD NURSING & REHAB CENTER | 9401 SOUTH RIDGELAND AVENUE |
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| 145197 | CONCORD NURSING & REHAB CENTER | 9401 SOUTH RIDGELAND AVENUE |
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| 145598 | SEMINARY MANOR | 2345 NORTH SEMINARY STREET |
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| 145705 | NATHAN HEALTH CARE CENTER | 5050 SUMMIT AVENUE |
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| 145705 | NATHAN HEALTH CARE CENTER | 5050 SUMMIT AVENUE |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

OAK LAWN IL 60453 (708) 599-6700

OAK LAWN IL 60453 (708) 599-6700

GALESBURG IL 61401 (309) 344-1300

EAST SAINT LOUIS IL 62205 (618) 874-3597

EAST SAINT LOUIS IL 62205 (618) 874-3597

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

12/17/2010

01/07/2011

12/17/2010

01/07/2011

12/15/2010

01/07/2011

12/16/2010

01/07/2011

12/16/2010

01/07/2011

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Health

Administration Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

covers and which the resident must pay for; or 2) how to apply for Medicaid, along with the names and addresses of State groups that can help.

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Make a complete assessment that covers all questions for areas that are listed in official regulations.

Isolated

Minimal harm or potential for actual harm

Be administered in a way that leads to the highest possible level

Isolated

Immediate jeopardy to resident health or safety

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

145705 NATHAN HEALTH CARE CENTER 5050 SUMMIT AVENUE

145705 NATHAN HEALTH CARE CENTER 5050 SUMMIT AVENUE

145711 LEXINGTON OF ELMHURST 420 WEST
BUTTERFIELD ROAD

145874 MEADOWBROOK MANOR - NAPERVILLE 720 RAYMOND DRIVE

145919 ROCKFORD NURSING & REHAB CENTER 1920 NORTH MAIN
STREET

146041 EAST MOLINE NURSING & REHAB 430 SOUTH 30TH
AVENUE

146041 EAST MOLINE NURSING & REHAB 430 SOUTH 30TH

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---------------------|----|-------|----------------|
| EAST SAINT LOUIS | IL | 62205 | (618) 874-3597 |
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| EAST SAINT LOUIS | IL | 62205 | (618) 874-3597 |
|---------------------|----|-------|----------------|

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| ELMHURST | IL | 60126 | (630) 832-2300 |
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| NAPERVILLE | IL | 60563 | (630) 355-0220 |
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| ROCKFORD | IL | 61103 | (815) 316-1400 |
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| EAST MOLINE | IL | 61244 | (309) 755-3466 |
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| EAST MOLINE | IL | 61244 | (309) 755-3466 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

12/16/2010

01/07/2011

12/16/2010

01/07/2011

12/08/2010

01/07/2011

12/01/2010

01/06/2011

12/30/2010

01/06/2011

11/17/2010

01/06/2011

11/17/2010

01/06/2011

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Pharmacy Service Deficiencies

Health

Pharmacy Service Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

of well being for each resident.

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.

Isolated

Immediate jeopardy to resident health or safety

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Isolated

Immediate jeopardy to resident health or safety

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Write and use a policy that lets each resident return to the nursing home after a hospital stay or leave for therapy.

Isolated

Minimal harm or potential for actual harm

Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%.

Pattern

Minimal harm or potential for actual harm

Make sure that residents are safe

Isolated

Actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

AVENUE

146041

EAST MOLINE NURSING & REHAB

430 SOUTH 30TH
AVENUE

145371

ASTA CARE CENTER OF BLOOMINGTN

1509 NORTH
CALHOUN STREET

145371

ASTA CARE CENTER OF BLOOMINGTN

1509 NORTH
CALHOUN STREET

145371

ASTA CARE CENTER OF BLOOMINGTN

1509 NORTH
CALHOUN STREET

145371

ASTA CARE CENTER OF BLOOMINGTN

1509 NORTH
CALHOUN STREET

145371

ASTA CARE CENTER OF BLOOMINGTN

1509 NORTH
CALHOUN STREET

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| EAST MOLINE | IL | 61244 | (309) 755-3466 |
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| BLOOMINGTON | IL | 61701 | (309) 827-6046 |
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| BLOOMINGTON | IL | 61701 | (309) 827-6046 |
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| BLOOMINGTON | IL | 61701 | (309) 827-6046 |
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| BLOOMINGTON | IL | 61701 | (309) 827-6046 |
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| BLOOMINGTON | IL | 61701 | (309) 827-6046 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

11/17/2010

01/06/2011

10/08/2010

01/05/2011

11/30/2010

01/05/2011

11/30/2010

01/05/2011

11/30/2010

01/05/2011

11/30/2010

01/05/2011

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Pharmacy Service Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

from serious medication errors.

| | | |
|--|----------|---|
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

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| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
|---|----------|-------------|

| | | |
|---|----------|---|
| 1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

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| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Pattern | Minimal harm or potential for actual harm |
|--|---------|---|

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| Provide social services for related medical problems to help each resident achieve the highest possible quality of life. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

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| Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, | Isolated | Minimal harm or potential for actual harm |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|--------------------------------|------------------------------|
| 145371 | ASTA CARE CENTER OF BLOOMINGTN | 1509 NORTH CALHOUN STREET |
| 145630 | FOREST VILLA NSG & REHAB, LLC | 6840 WEST TOUHY AVENUE |
| 145630 | FOREST VILLA NSG & REHAB, LLC | 6840 WEST TOUHY AVENUE |
| 145630 | FOREST VILLA NSG & REHAB, LLC | 6840 WEST TOUHY AVENUE |
| 145939 | WATERFRONT TERRACE | 7750 SOUTH SHORE DRIVE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-------------|----|-------|----------------|
| BLOOMINGTON | IL | 61701 | (309) 827-6046 |
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| NILES | IL | 60714 | (847) 647-6400 |
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| NILES | IL | 60714 | (847) 647-6400 |
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| NILES | IL | 60714 | (847) 647-6400 |
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| CHICAGO | IL | 60649 | (773) 731-4200 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

11/30/2010

01/05/2011

09/01/2010

01/05/2011

11/23/2010

01/05/2011

11/23/2010

01/05/2011

12/15/2010

01/05/2011

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| assessment, and plan of care. | | |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the | Isolated | Immediate jeopardy to resident health or safety |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|-----------------------------------|-----------------------------|
| 145939 | WATERFRONT TERRACE | 7750 SOUTH SHORE DRIVE |
| 145222 | WOODSTOCK RESIDENCE | 309 MCHENRY AVENUE |
| 145384 | EDEN VILLAGE CARE CENTER | 400 SOUTH STATION ROAD |
| 145608 | MANORCARE OF SOUTH HOLLAND | 2145 EAST 170TH STREET |
| 145670 | SHERWIN MANOR NURSING CENTER, LLC | 7350 NORTH SHERIDAN ROAD |
| 146130 | HILLCREST RETIREMENT VILLAGE | 1740 NORTH CIRCUIT DRIVE |
| 145273 | JACKSONVILLE CNV CENTER | 1517 WEST WALNUT STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---------|----|-------|----------------|
| CHICAGO | IL | 60649 | (773) 731-4200 |
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| WOODSTOCK | IL | 60098 | (815) 338-1700 |
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| GLEN CARBON | IL | 62034 | (618) 288-5014 |
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| SOUTH HOLLAND | IL | 60473 | (708) 895-3255 |
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| CHICAGO | IL | 60626 | (773) 274-1000 |
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| ROUND LAKE BEACH | IL | 60073 | (847) 546-5300 |
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| JACKSONVILLE | IL | 62650 | (217) 243-6451 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

12/15/2010

01/05/2011

01/03/2011

01/04/2011

12/08/2010

01/04/2011

11/05/2010

01/04/2011

01/04/2011

01/04/2011

12/07/2010

01/04/2011

01/03/2011

01/03/2011

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Pharmacy Service Deficiencies

Health

Pharmacy Service Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

highest quality of life possible.

| | | |
|--|----------|-------------|
| Protect residents from mistreatment, neglect, and/or theft of personal property. | Isolated | Actual harm |
|--|----------|-------------|

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| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
|---|----------|-------------|

| | | |
|---|----------|-------------|
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
|---|----------|-------------|

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| Keep all essential equipment working safely. | Pattern | Potential for minimal harm |
|--|---------|----------------------------|

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|---|----------|---|
| Properly mark drugs and other similar products. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

| | | |
|---|----------|---|
| Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

| | | |
|---|----------|---|
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|-----------------------------------|--------------------------|
| 145273 | JACKSONVILLE CNV CENTER | 1517 WEST WALNUT STREET |
| 146083 | MANOR COURT OF PRINCETON | 140 NORTH SIXTH STREET |
| 145875 | GROVE LINCOLN PARK LIVING & REHAB | 2732 NORTH HAMPDEN COURT |
| 145913 | EXCEPTIONAL CARE, LLC | 5701 WEST 79TH STREET |
| 145913 | EXCEPTIONAL CARE, LLC | 5701 WEST 79TH STREET |
| 145248 | MORTON VILLA CARE CENTER | 190 EAST QUEENWOOD ROAD |
| 145316 | EMBASSY HEALTH CARE CENTER | 555 WEST KAHLER |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------------|----|-------|----------------|
| JACKSONVILLE | IL | 62650 | (217) 243-6451 |
| PRINCETON | IL | 61356 | (815) 875-6600 |
| CHICAGO | IL | 60614 | (773) 248-6000 |
| BURBANK | IL | 60459 | (708) 499-5400 |
| BURBANK | IL | 60459 | (708) 499-5400 |
| MORTON | IL | 61550 | (309) 266-9741 |
| WILMINGTON | IL | 60481 | (815) 476-2200 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/03/2011

01/03/2011

12/13/2010

12/31/2010

12/22/2010

12/30/2010

12/15/2010

12/30/2010

12/15/2010

12/30/2010

12/29/2010

12/29/2010

12/16/2010

12/29/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Health

Pharmacy Service Deficiencies

Health

Environmental Deficiencies

Health

Pharmacy Service Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that follow each resident's written care plan. | Isolated | Minimal harm or potential for actual harm |
| Make sure that a doctor approves a resident's admission in writing and that each resident has a doctor. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Properly mark drugs and other similar products. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Pattern | Minimal harm or potential for actual harm |
| 1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects. | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--------------------------------|-------------------------|
| 145384 | EDEN VILLAGE CARE CENTER | 400 SOUTH STATION ROAD |
| 145877 | DOLTON NURSING & REHAB | 14325 SOUTH BLACKSTONE |
| 145877 | DOLTON NURSING & REHAB | 14325 SOUTH BLACKSTONE |
| 146114 | LENA LIVING CENTER | 1010 SOUTH LOGAN STREET |
| 145430 | CHRISTIAN NURSING HOME | 1507 7TH STREET |
| 145289 | HELIA HEALTHCARE OF BELLEVILLE | 40 NORTH 64TH STREET |
| 145289 | HELIA HEALTHCARE OF BELLEVILLE | 40 NORTH 64TH STREET |
| 145289 | HELIA HEALTHCARE OF BELLEVILLE | 40 NORTH 64TH STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

GLEN CARBON IL 62034 (618) 288-5014

DOLTON IL 60419 (708) 849-5000

DOLTON IL 60419 (708) 849-5000

LENA IL 61048 (815) 369-4561

LINCOLN IL 62656 (217) 732-2189

BELLEVILLE IL 62223 (618) 397-8400

BELLEVILLE IL 62223 (618) 397-8400

BELLEVILLE IL 62223 (618) 397-8400

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

11/10/2010

12/28/2010

12/10/2010

12/28/2010

12/10/2010

12/28/2010

12/22/2010

12/28/2010

12/03/2010

12/27/2010

11/24/2010

12/24/2010

11/24/2010

12/24/2010

11/24/2010

12/24/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed when the resident temporarily leaves the facility. | Isolated | Minimal harm or potential for actual harm |
| Make a complete assessment that covers all questions for areas that are listed in official regulations. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Have a program to keep infection from spreading. | Pattern | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |
| Give each resident enough fluids to keep them healthy and prevent dehydration. | Isolated | Actual harm |
| Make sure that residents are safe from serious medication errors. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|--------------------------------|-----------------------|
| 145289 | HELIA HEALTHCARE OF BELLEVILLE | 40 NORTH 64TH STREET |
| 145289 | HELIA HEALTHCARE OF BELLEVILLE | 40 NORTH 64TH STREET |
| 145289 | HELIA HEALTHCARE OF BELLEVILLE | 40 NORTH 64TH STREET |
| 145289 | HELIA HEALTHCARE OF BELLEVILLE | 40 NORTH 64TH STREET |
| 145289 | HELIA HEALTHCARE OF BELLEVILLE | 40 NORTH 64TH STREET |
| 145811 | BELLA VISTA CARE CENTER | 1629 GARDNER LANE |
| 145977 | RENAISSANCE AT SOUTH SHORE,THE | 2425 EAST 71ST STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| BELLEVILLE | IL | 62223 | (618) 397-8400 |
| BELLEVILLE | IL | 62223 | (618) 397-8400 |
| BELLEVILLE | IL | 62223 | (618) 397-8400 |
| BELLEVILLE | IL | 62223 | (618) 397-8400 |
| BELLEVILLE | IL | 62223 | (618) 397-8400 |
| PEORIA HEIGHTS | IL | 61614 | (309) 685-1545 |
| CHICAGO | IL | 60649 | (773) 721-5000 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

11/24/2010

12/24/2010

11/24/2010

12/24/2010

11/24/2010

12/24/2010

11/24/2010

12/24/2010

11/24/2010

12/24/2010

11/19/2010

12/24/2010

12/22/2010

12/24/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly. | Pattern | Minimal harm or potential for actual harm |
| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
| Provide services to meet the needs and preferences of each resident. | Pattern | Minimal harm or potential for actual harm |
| Keep safe, clean and homelike surroundings. | Pattern | Potential for minimal harm |
| Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible. | Isolated | Actual harm |
| Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145977 | RENAISSANCE AT SOUTH SHORE,THE | 2425 EAST 71ST STREET |
| 145977 | RENAISSANCE AT SOUTH SHORE,THE | 2425 EAST 71ST STREET |
| 145977 | RENAISSANCE AT SOUTH SHORE,THE | 2425 EAST 71ST STREET |
| 145029 | PROVENA VILLA FRANCISCAN | 210 NORTH SPRINGFIELD AVENUE |
| 145891 | ROSEWOOD CARE CENTER OF ROCKFORD | 1660 SOUTH MULFORD |
| 145908 | AMBERWOOD CARE CENTER | 2313 NORTH ROCKTON AVENUE |
| 145908 | AMBERWOOD CARE CENTER | 2313 NORTH ROCKTON AVENUE |
| 145967 | MCALLISTER NURSING & REHAB | 18300 S. LAVERGNE AVE |
| 146052 | ALHAMBRA CARE CENTER | 417 EAST MAIN STREET, BOX 310 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| CHICAGO | IL | 60649 | (773) 721-5000 |
| CHICAGO | IL | 60649 | (773) 721-5000 |
| CHICAGO | IL | 60649 | (773) 721-5000 |
| JOLIET | IL | 60435 | (815) 725-3400 |
| ROCKFORD | IL | 61108 | (815) 397-8700 |
| ROCKFORD | IL | 61103 | (815) 964-2200 |
| ROCKFORD | IL | 61103 | (815) 964-2200 |
| TINLEY PARK | IL | 60477 | (708) 798-2272 |
| ALHAMBRA | IL | 62001 | (618) 488-3565 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

12/22/2010

12/24/2010

12/22/2010

12/24/2010

12/22/2010

12/24/2010

12/07/2010

12/23/2010

12/20/2010

12/23/2010

12/03/2010

12/23/2010

12/03/2010

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11/23/2010

12/23/2010

12/13/2010

12/23/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Resident Rights Deficiencies |
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| Health | Resident Assessment Deficiencies |
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| Health | Resident Rights Deficiencies |
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| Health | Administration Deficiencies |
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| Health | Mistreatment Deficiencies |
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| Health | Nutrition and Dietary Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| sores or heal existing bed sores. | | |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Make sure that each resident's nutritional needs were met. | Isolated | Minimal harm or potential for actual harm |
| Give the resident's legal representative the same rights as the resident. | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Let residents complain without being treated differently or badly. | Isolated | Minimal harm or potential for actual harm |
| Follow all laws and professional standards. | Isolated | Minimal harm or potential for actual harm |
| Protect each resident from all abuse, physical punishment, and being separated from others. | Isolated | Actual harm |
| Make sure that residents are well nourished. | Pattern | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 146079 | HELIA HEALTHCARE OF CARBONDALE | 500 SOUTH LEWIS LANE |
| 145248 | MORTON VILLA CARE CENTER | 190 EAST QUEENWOOD ROAD |
| 145256 | LAKELAND REHAB & HEALTHCARE CENTER | 800 WEST TEMPLE STREET |
| 145256 | LAKELAND REHAB & HEALTHCARE CENTER | 800 WEST TEMPLE STREET |
| 145256 | LAKELAND REHAB & HEALTHCARE CENTER | 800 WEST TEMPLE STREET |
| 145256 | LAKELAND REHAB & HEALTHCARE CENTER | 800 WEST TEMPLE STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| CARBONDALE | IL | 62901 | (618) 529-5355 |
| MORTON | IL | 61550 | (309) 266-9741 |
| EFFINGHAM | IL | 62401 | (217) 342-2171 |
| EFFINGHAM | IL | 62401 | (217) 342-2171 |
| EFFINGHAM | IL | 62401 | (217) 342-2171 |
| EFFINGHAM | IL | 62401 | (217) 342-2171 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

11/29/2010

12/23/2010

12/02/2010

12/22/2010

12/08/2010

12/22/2010

12/08/2010

12/22/2010

12/08/2010

12/22/2010

12/08/2010

12/22/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Give each resident enough fluids to keep them healthy and prevent dehydration. | Isolated | Minimal harm or potential for actual harm |
| Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145721 | VILLA HEALTH CARE EAST | 100 MARIAN PARKWAY PO BOX 109 |
| 145878 | ST PATRICK'S RESIDENCE | 1400 BROOKDALE ROAD |
| 145938 | PARKSHORE ESTATES NURSING & REHAB | 6125 SOUTH KENWOOD |
| 146026 | LEWIS MEMORIAL CHRISTIAN VLG | 3400 WEST WASHINGTON |
| 146026 | LEWIS MEMORIAL CHRISTIAN VLG | 3400 WEST WASHINGTON |
| 145479 | ATRIUM HEALTH CARE CENTER | 1425 WEST ESTES AVENUE |
| 145735 | BURNHAM HEALTHCARE | 14500 SOUTH MANISTEE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-------------|----|-------|----------------|
| SHERMAN | IL | 62684 | (217) 744-2299 |
| NAPERVILLE | IL | 60563 | (630) 416-6565 |
| CHICAGO | IL | 60637 | (773) 752-6000 |
| SPRINGFIELD | IL | 62702 | (217) 787-9600 |
| SPRINGFIELD | IL | 62702 | (217) 787-9600 |
| CHICAGO | IL | 60626 | (773) 973-4780 |
| BURNHAM | IL | 60633 | (708) 862-1260 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

12/02/2010

12/22/2010

11/24/2010

12/21/2010

12/06/2010

12/20/2010

11/15/2010

12/19/2010

11/15/2010

12/19/2010

11/17/2010

12/17/2010

12/17/2010

12/17/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Environmental Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Resident Rights Deficiencies |
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| Health | Resident Rights Deficiencies |
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| Health | Mistreatment Deficiencies |
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| Health | Environmental Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Give or get special rehabilitation if in the patient's plan of care. | Isolated | Minimal harm or potential for actual harm |
| Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed when the resident temporarily leaves the facility. | Pattern | Minimal harm or potential for actual harm |
| Write and use a policy that lets each resident return to the nursing home after a hospital stay or leave for therapy. | Pattern | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Provide needed housekeeping and maintenance. | Pattern | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145735 | BURNHAM HEALTHCARE | 14500 SOUTH MANISTEE |
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| 145735 | BURNHAM HEALTHCARE | 14500 SOUTH MANISTEE |
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| 145079 | MENARD CONVALESCENT CENTER | 120 ANTLE STREET |
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| 145079 | MENARD CONVALESCENT CENTER | 120 ANTLE STREET |
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| 145316 | EMBASSY HEALTH CARE CENTER | 555 WEST KAHLER |
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| 145899 | LEXINGTON OF ORLAND PARK | 14601 SOUTH JOHN HUMPHREY DR |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| BURNHAM | IL | 60633 | (708) 862-1260 |
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| BURNHAM | IL | 60633 | (708) 862-1260 |
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| PETERSBURG | IL | 62675 | (217) 632-2249 |
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| PETERSBURG | IL | 62675 | (217) 632-2249 |
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| WILMINGTON | IL | 60481 | (815) 476-2200 |
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| ORLAND PARK | IL | 60462 | (708) 349-8300 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

12/17/2010

12/17/2010

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12/17/2010

11/12/2010

12/16/2010

12/08/2010

12/16/2010

12/16/2010

12/16/2010

12/16/2010

12/16/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Provide services to meet the needs and preferences of each resident. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Provide social services for related medical problems to help each resident achieve the highest possible quality of life. | Isolated | Minimal harm or potential for actual harm |
| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Immediate jeopardy to resident health or safety |
| Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for; or 2) how to apply for Medicaid, along with the names and addresses of State | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145862 | HILLTOP CONVALESCENT CENTER | 910 WEST POLK STREET |
| 145829 | BOULEVARD CARE NURSING & REHAB | 3405 SOUTH MICHIGAN AVENUE |
| 145829 | BOULEVARD CARE NURSING & REHAB | 3405 SOUTH MICHIGAN AVENUE |
| 145829 | BOULEVARD CARE NURSING & REHAB | 3405 SOUTH MICHIGAN AVENUE |
| 145829 | BOULEVARD CARE NURSING & REHAB | 3405 SOUTH MICHIGAN AVENUE |
| 145829 | BOULEVARD CARE NURSING & REHAB | 3405 SOUTH MICHIGAN AVENUE |
| 145241 | HELIA SOUTHBELT HEALTHCARE | 101 SOUTH BELT WEST |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| CHARLESTON | IL | 61920 | (217) 345-7066 |
| CHICAGO | IL | 60616 | (312) 791-0035 |
| CHICAGO | IL | 60616 | (312) 791-0035 |
| CHICAGO | IL | 60616 | (312) 791-0035 |
| CHICAGO | IL | 60616 | (312) 791-0035 |
| CHICAGO | IL | 60616 | (312) 791-0035 |
| BELLEVILLE | IL | 62220 | (618) 277-7700 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

11/18/2010

12/13/2010

11/12/2010

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11/12/2010

12/12/2010

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11/10/2010

12/10/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Nutrition and Dietary Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

groups that can help.

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| Store, cook, and give out food in a safe and clean way. | Pattern | Minimal harm or potential for actual harm |
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| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
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| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Pattern | Minimal harm or potential for actual harm |
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| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
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| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Actual harm |
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| Provide enough notice before discharging or transferring a resident. | Isolated | Minimal harm or potential for actual harm |
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| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must | Isolated | Minimal harm or potential for actual harm |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145241 | HELIA SOUTHBELT HEALTHCARE | 101 SOUTH BELT WEST |
| 145914 | SOUTHPOINT NURSING & REHAB CENTER | 1010 WEST 95TH STREET |
| 145914 | SOUTHPOINT NURSING & REHAB CENTER | 1010 WEST 95TH STREET |
| 145947 | PLAZA NURSING AND REHAB CTR | 3249 WEST 147TH STREET |
| 145947 | PLAZA NURSING AND REHAB CTR | 3249 WEST 147TH STREET |
| 145341 | FRIENDSHIP VILLAGE-SCHAUMBURG | 350 WEST SCHAUMBURG ROAD |
| 145341 | FRIENDSHIP VILLAGE-SCHAUMBURG | 350 WEST SCHAUMBURG ROAD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| BELLEVILLE | IL | 62220 | (618) 277-7700 |
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| CHICAGO | IL | 60643 | (773) 298-1177 |
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| CHICAGO | IL | 60643 | (773) 298-1177 |
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| MIDLOTHIAN | IL | 60445 | (708) 389-3141 |
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| MIDLOTHIAN | IL | 60445 | (708) 389-3141 |
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| SCHAUMBURG | IL | 60194 | (847) 884-5000 |
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| SCHAUMBURG | IL | 60194 | (847) 884-5000 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

11/10/2010

12/10/2010

12/08/2010

12/10/2010

12/08/2010

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12/09/2010

12/10/2010

12/09/2010

12/10/2010

12/03/2010

12/07/2010

12/03/2010

12/07/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

be transferred or discharged.

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| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
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| | | |
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| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
|---|----------|-------------|

| | | |
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| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
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| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
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| | | |
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| Provide needed housekeeping and maintenance. | Pattern | Minimal harm or potential for actual harm |
|--|---------|---|

| | | |
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| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

| | | |
|--|----------|---|
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|--------------------------------------|--------------------------------|
| 145341 | FRIENDSHIP VILLAGE-SCHAUMBURG | 350 WEST SCHAUMBURG ROAD |
| 145900 | PRAIRIE VIEW CR CTR-LEWISTOWN | 175 EAST SYCAMORE |
| 145969 | BERKSHIRE NURSING & REHAB CENTER | 8200 WEST ROOSEVELT ROAD |
| 145453 | ALDEN TERRACE OF MCHENRY REHAB | 803 ROYAL DRIVE |
| 145453 | ALDEN TERRACE OF MCHENRY REHAB | 803 ROYAL DRIVE |
| 145453 | ALDEN TERRACE OF MCHENRY REHAB | 803 ROYAL DRIVE |
| 145460 | WINCHESTER HOUSE | 1125 NORTH MILWAUKEE AVENUE |
| 145611 | ST JAMES MANOR & VILLA | 1521 EAST RICHTON ROAD |
| 146001 | INTERNATIONAL NURSING & REHAB CENTER | 4815 SOUTH WESTERN AVE |
| 146001 | INTERNATIONAL NURSING & REHAB CENTER | 4815 SOUTH WESTERN AVE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|--------------|----|-------|----------------|
| SCHAUMBURG | IL | 60194 | (847) 884-5000 |
| LEWISTOWN | IL | 61542 | (309) 547-2267 |
| FOREST PARK | IL | 60130 | (708) 488-9850 |
| MCHENRY | IL | 60050 | (815) 344-2600 |
| MCHENRY | IL | 60050 | (815) 344-2600 |
| MCHENRY | IL | 60050 | (815) 344-2600 |
| LIBERTYVILLE | IL | 60048 | (847) 377-7200 |
| CRETE | IL | 60417 | (708) 367-4401 |
| CHICAGO | IL | 60609 | (773) 927-4200 |
| CHICAGO | IL | 60609 | (773) 927-4200 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | |
|------------|------------|
| 12/03/2010 | 12/07/2010 |
| 11/04/2010 | 12/06/2010 |
| 12/03/2010 | 12/04/2010 |
| 12/03/2010 | 12/03/2010 |
| 12/03/2010 | 12/03/2010 |
| 12/03/2010 | 12/03/2010 |
| 11/17/2010 | 12/03/2010 |
| 11/10/2010 | 12/03/2010 |
| 11/04/2010 | 12/03/2010 |
| 11/04/2010 | 12/03/2010 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | |
|--------|----------------------------------|
| Health | Resident Rights Deficiencies |
| Health | Resident Rights Deficiencies |
| Health | Resident Assessment Deficiencies |
| Health | Mistreatment Deficiencies |
| Health | Mistreatment Deficiencies |
| Health | Environmental Deficiencies |
| Health | Environmental Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Pharmacy Service Deficiencies |
| Health | Quality Care Deficiencies |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|------------|---|
| Try to resolve each resident's complaints quickly. | Isolated | Minimal harm or potential for actual harm |
| Try to resolve each resident's complaints quickly. | Widespread | Potential for minimal harm |
| Do a new assessment after any major change in a resident's physical or mental health. | Isolated | Minimal harm or potential for actual harm |
| Protect residents from mistreatment, neglect, and/or theft of personal property. | Isolated | Immediate jeopardy to resident health or safety |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Immediate jeopardy to resident health or safety |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Immediate jeopardy to resident health or safety |
| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents are safe from serious medication errors. | Pattern | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

WESTERN AVE

| | | |
|--------|---------------------------------|------------------------|
| 146013 | BERKELEY NURSING & REHAB CENTER | 6909 WEST NORTH AVENUE |
|--------|---------------------------------|------------------------|

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| 145337 | BRONZEVILLE PARK NSG & LVG CTR | 3400 SOUTH INDIANA |
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| 145337 | BRONZEVILLE PARK NSG & LVG CTR | 3400 SOUTH INDIANA |
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| 145337 | BRONZEVILLE PARK NSG & LVG CTR | 3400 SOUTH INDIANA |
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| 145337 | BRONZEVILLE PARK NSG & LVG CTR | 3400 SOUTH INDIANA |
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| 145718 | CRESTWOOD CARE CENTRE | 14255 SOUTH CICERO AVENUE |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|----------|----|-------|----------------|
| OAK PARK | IL | 60302 | (708) 386-1112 |
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|---------|----|-------|----------------|
| CHICAGO | IL | 60616 | (312) 842-5000 |
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| CHICAGO | IL | 60616 | (312) 842-5000 |
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|---------|----|-------|----------------|
| CHICAGO | IL | 60616 | (312) 842-5000 |
|---------|----|-------|----------------|

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|---------|----|-------|----------------|
| CHICAGO | IL | 60616 | (312) 842-5000 |
|---------|----|-------|----------------|

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| CRESTWOOD | IL | 60445 | (708) 371-0400 |
|-----------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

11/12/2010

12/03/2010

11/17/2010

12/02/2010

11/17/2010

12/02/2010

11/17/2010

12/02/2010

11/17/2010

12/02/2010

11/30/2010

12/02/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| meet a professional standard of quality. | | harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Give enough notice to the resident before changing the resident's room or roommate. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Actual harm |
| Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|-----------------------------|---------------------------------|
| 146103 | HENDERSON COUNTY RET CENTER | 604 OAKWOOD DRIVE |
| 14E847 | SPRINGFIELD CARE CENTER | 525 SO MARTIN LUTHER KING DR |
| 14E847 | SPRINGFIELD CARE CENTER | 525 SO MARTIN LUTHER KING DR |
| 14E847 | SPRINGFIELD CARE CENTER | 525 SO MARTIN LUTHER KING DR |
| 145121 | EUNICE C SMITH NURSING HOME | 1251 COLLEGE AVENUE |
| 145121 | EUNICE C SMITH NURSING HOME | 1251 COLLEGE AVENUE |
| 145121 | EUNICE C SMITH NURSING HOME | 1251 COLLEGE AVENUE |
| 145121 | EUNICE C SMITH NURSING HOME | 1251 COLLEGE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-------------|----|-------|----------------|
| STRONGHURST | IL | 61480 | (309) 924-1123 |
| SPRINGFIELD | IL | 62703 | (217) 789-1680 |
| SPRINGFIELD | IL | 62703 | (217) 789-1680 |
| SPRINGFIELD | IL | 62703 | (217) 789-1680 |
| ALTON | IL | 62002 | (618) 463-7330 |
| ALTON | IL | 62002 | (618) 463-7330 |
| ALTON | IL | 62002 | (618) 463-7330 |
| ALTON | IL | 62002 | (618) 463-7330 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

11/10/2010

12/02/2010

11/17/2010

12/02/2010

11/17/2010

12/02/2010

11/17/2010

12/02/2010

09/17/2010

12/01/2010

09/17/2010

12/01/2010

09/17/2010

12/01/2010

09/17/2010

12/01/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | |
|--------|----------------------------------|
| Health | Quality Care Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Resident Assessment Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Resident Rights Deficiencies |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible. | | |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Provide activities to meet the needs of each resident. | Pattern | Potential for minimal harm |
| Make a complete assessment that covers all questions for areas that are listed in official regulations. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Pattern | Actual harm |
| Make sure that each resident's nutritional needs were met. | Isolated | Actual harm |
| Immediately tell the resident, | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--------------------------------------|--------------------------|
| 145121 | EUNICE C SMITH NURSING HOME | 1251 COLLEGE AVENUE |
| 145440 | NEIGHBORS REHABILITATION CENTER, LLC | 811 WEST 2ND, PO BOX 585 |
| 145471 | MONTEBELLO HEALTHCARE CENTER | 1599 KEOKUK STREET |
| 145471 | MONTEBELLO HEALTHCARE CENTER | 1599 KEOKUK STREET |
| 145524 | HEARTLAND OF RIVERVIEW | 500 CENTENNIAL DRIVE |
| 145601 | AVISTON COUNTRYSIDE MANOR | 450 WEST 1ST |

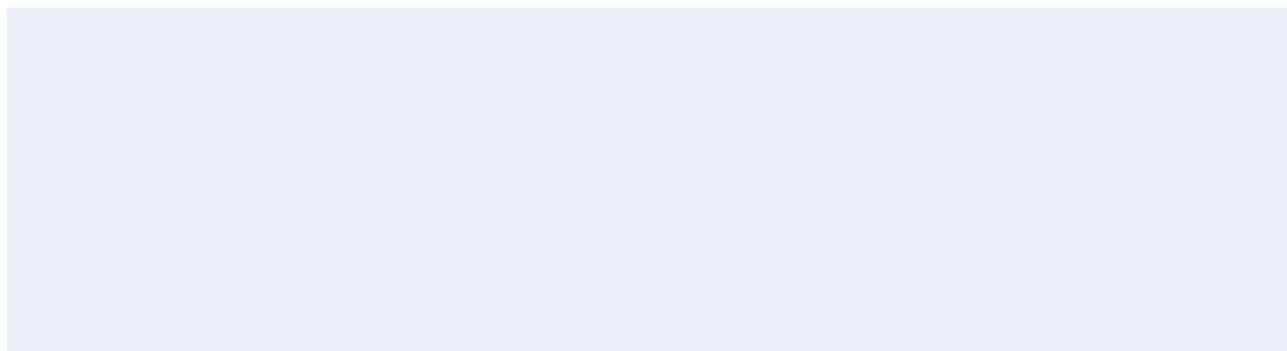
Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-------------|----|-------|----------------|
| ALTON | IL | 62002 | (618) 463-7330 |
| BYRON | IL | 61010 | (815) 234-2511 |
| HAMILTON | IL | 62341 | (217) 847-3931 |
| HAMILTON | IL | 62341 | (217) 847-3931 |
| EAST PEORIA | IL | 61611 | (309) 694-9865 |
| AVISTON | IL | 62216 | (618) 228-7615 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency



11/30/2010

12/01/2010

11/30/2010

12/01/2010

11/30/2010

12/01/2010

11/30/2010

12/01/2010

11/03/2010

12/01/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Provide services to meet the needs and preferences of each resident. | Pattern | Minimal harm or potential for actual harm |
| Make sure that each resident | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

STREET

| | | |
|--------|------------------------------|---------------------|
| 145601 | AVISTON COUNTRYSIDE MANOR | 450 WEST 1ST STREET |
| 145632 | ST AGNES HC AND REHAB CENTER | 1725 SOUTH WABASH |
| 145508 | HIGHLAND HEALTH CARE CENTER | 1450 26TH STREET |
| 145601 | AVISTON COUNTRYSIDE MANOR | 450 WEST 1ST STREET |
| 145601 | AVISTON COUNTRYSIDE MANOR | 450 WEST 1ST STREET |
| 145601 | AVISTON COUNTRYSIDE MANOR | 450 WEST 1ST STREET |
| 145665 | SHERIDAN HEALTH CARE CENTER | 2534 ELIM AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---------|----|-------|----------------|
| AVISTON | IL | 62216 | (618) 228-7615 |
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|---------|----|-------|----------------|
| CHICAGO | IL | 60616 | (312) 922-2777 |
|---------|----|-------|----------------|

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| HIGHLAND | IL | 62249 | (618) 654-2368 |
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| AVISTON | IL | 62216 | (618) 228-7615 |
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| AVISTON | IL | 62216 | (618) 228-7615 |
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| AVISTON | IL | 62216 | (618) 228-7615 |
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| ZION | IL | 60099 | (847) 746-8435 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

11/03/2010

12/01/2010

10/28/2010

12/01/2010

11/04/2010

11/30/2010

11/03/2010

11/30/2010

11/03/2010

11/30/2010

11/03/2010

11/30/2010

11/30/2010

11/30/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| who enters the nursing home without a catheter is not given a catheter, unless it is necessary. | | harm |
| Give or get lab tests to meet the needs of residents. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Give each resident enough fluids to keep them healthy and prevent dehydration. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Keep each resident's personal and medical records private and confidential. | Isolated | Minimal harm or potential for actual harm |
| Give proper treatment to | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

145329 NORRIDGE HLTHCR & REHAB CENTRE 7001 WEST CULLOM

145329 NORRIDGE HLTHCR & REHAB CENTRE 7001 WEST CULLOM

145329 NORRIDGE HLTHCR & REHAB CENTRE 7001 WEST CULLOM

146049 IROQUOIS RESIDENT HOME, THE 200 FAIRMAN AVENUE

146049 IROQUOIS RESIDENT HOME, THE 200 FAIRMAN AVENUE

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| NORRIDGE | IL | 60634 | (708) 457-0700 |
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| NORRIDGE | IL | 60634 | (708) 457-0700 |
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| NORRIDGE | IL | 60634 | (708) 457-0700 |
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| WATSEKA | IL | 60970 | (815) 432-7768 |
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| WATSEKA | IL | 60970 | (815) 432-7768 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

11/04/2010

11/29/2010

11/04/2010

11/29/2010

11/04/2010

11/29/2010

11/23/2010

11/29/2010

11/23/2010

11/29/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible.

harm

Give professional services that meet a professional standard of quality.

Isolated

Minimal harm or potential for actual harm

1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

Keep each resident free from physical restraints, unless needed for medical treatment.

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--------------------------------|-----------------------------|
| 145016 | HERITAGE MANOR-BLOOMINGTON | 700 EAST WALNUT |
| 145016 | HERITAGE MANOR-BLOOMINGTON | 700 EAST WALNUT |
| 145372 | DEERBROOK CARE CENTRE | 306 NORTH LARKIN AVENUE |
| 145372 | DEERBROOK CARE CENTRE | 306 NORTH LARKIN AVENUE |
| 145482 | SHERIDAN SHORES CR & REHAB CTR | 5838 NORTH SHERIDAN ROAD |
| 145729 | CARLYLE HEALTHCARE CENTER | 501 CLINTON STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-------------|----|-------|----------------|
| BLOOMINGTON | IL | 61701 | (309) 827-8004 |
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| BLOOMINGTON | IL | 61701 | (309) 827-8004 |
|-------------|----|-------|----------------|

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| JOLIET | IL | 60435 | (815) 744-5560 |
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| JOLIET | IL | 60435 | (815) 744-5560 |
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| CHICAGO | IL | 60660 | (773) 769-2230 |
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| CARLYLE | IL | 62231 | (618) 594-3112 |
|---------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

11/04/2010

11/26/2010

11/04/2010

11/26/2010

10/28/2010

11/24/2010

10/28/2010

11/24/2010

11/03/2010

11/24/2010

11/08/2010

11/24/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care. | Isolated | Minimal harm or potential for actual harm |
| Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature. | Pattern | Minimal harm or potential for actual harm |
| Provide social services for related medical problems to help each resident achieve the highest possible quality of life. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, | Pattern | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

145729 CARLYLE HEALTHCARE CENTER 501 CLINTON STREET

145413 ASTA CARE CENTER OF TOLUCA 101 EAST VIA
GHIGLIERI

145946 RENAISSANCE AT HILLSIDE 4600 NORTH
FRONTAGE ROAD

145948 BEMENT HEALTH CARE CENTER 601 NORTH MORGAN

145948 BEMENT HEALTH CARE CENTER 601 NORTH MORGAN

145948 BEMENT HEALTH CARE CENTER 601 NORTH MORGAN

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---------|----|-------|----------------|
| CARLYLE | IL | 62231 | (618) 594-3112 |
|---------|----|-------|----------------|

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|--------|----|-------|----------------|
| TOLUCA | IL | 61369 | (815) 452-2367 |
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| HILLSIDE | IL | 60162 | (708) 544-9933 |
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| BEMENT | IL | 61813 | (217) 678-2191 |
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| BEMENT | IL | 61813 | (217) 678-2191 |
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|--------|----|-------|----------------|
| BEMENT | IL | 61813 | (217) 678-2191 |
|--------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

11/08/2010

11/24/2010

10/28/2010

11/23/2010

11/03/2010

11/23/2010

11/09/2010

11/23/2010

11/09/2010

11/23/2010

11/09/2010

11/23/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.

Pattern

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Pattern

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Give each resident enough fluids to keep them healthy and prevent dehydration.

Pattern

Minimal harm or potential for actual harm

Have a program to keep infection from spreading.

Pattern

Minimal harm or potential for actual harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|-----------------------------|--------------------|
| 145948 | BEMENT HEALTH CARE CENTER | 601 NORTH MORGAN |
| 146049 | IROQUOIS RESIDENT HOME, THE | 200 FAIRMAN AVENUE |
| 146049 | IROQUOIS RESIDENT HOME, THE | 200 FAIRMAN AVENUE |
| 146049 | IROQUOIS RESIDENT HOME, THE | 200 FAIRMAN AVENUE |
| 146049 | IROQUOIS RESIDENT HOME, THE | 200 FAIRMAN AVENUE |
| 146049 | IROQUOIS RESIDENT HOME, THE | 200 FAIRMAN AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|----|-------|----------------|
| BEMENT | IL | 61813 | (217) 678-2191 |
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|---------|----|-------|----------------|
| WATSEKA | IL | 60970 | (815) 432-7768 |
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| WATSEKA | IL | 60970 | (815) 432-7768 |
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| WATSEKA | IL | 60970 | (815) 432-7768 |
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| WATSEKA | IL | 60970 | (815) 432-7768 |
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| WATSEKA | IL | 60970 | (815) 432-7768 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

11/09/2010

11/23/2010

09/29/2010

11/23/2010

09/29/2010

11/23/2010

09/29/2010

11/23/2010

09/29/2010

11/23/2010

09/29/2010

11/23/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| residents. | | |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Try to resolve each resident's complaints quickly. | Isolated | Minimal harm or potential for actual harm |
| Protect each resident from all abuse, physical punishment, and being separated from others. | Isolated | Actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Pattern | Minimal harm or potential for actual harm |
| Provide care in a way that keeps or builds each resident's dignity | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-----------|--|-----------------------------------|
| 145555 | EDWARDSVILLE NURSING & REHABILITATION CENTER | 401 ST MARY DRIVE |
| 146074 | MASON POINT | ONE MASONIC WAY |
| 146074 | MASON POINT | ONE MASONIC WAY |
| 146074 | MASON POINT | ONE MASONIC WAY |
| 1.40E+125 | BROOKSIDE MANOR | 1740 WEST MCCORD |
| 145813 | METROPOLIS NURSING & REHAB CENTER | 2299 METROPOLIS STREET |
| 146134 | SALINE CARE CENTER | 120 SOUTH LAND STREET, PO BOX 468 |
| 146134 | SALINE CARE CENTER | 120 SOUTH LAND STREET, PO BOX 468 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|--------------|----|-------|----------------|
| EDWARDSVILLE | IL | 62025 | (618) 692-1330 |
| SULLIVAN | IL | 61951 | (217) 728-4394 |
| SULLIVAN | IL | 61951 | (217) 728-4394 |
| SULLIVAN | IL | 61951 | (217) 728-4394 |
| CENTRALIA | IL | 62801 | (618) 532-2428 |
| METROPOLIS | IL | 62960 | (618) 524-2634 |
| HARRISBURG | IL | 62946 | (618) 252-7405 |
| HARRISBURG | IL | 62946 | (618) 252-7405 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

11/04/2010

11/22/2010

11/03/2010

11/22/2010

11/03/2010

11/22/2010

11/03/2010

11/22/2010

10/29/2010

11/22/2010

10/28/2010

11/21/2010

10/22/2010

11/19/2010

10/22/2010

11/19/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health Quality Care Deficiencies

Health Resident Rights Deficiencies

Health Resident Rights Deficiencies

Health Resident Rights Deficiencies

Health Pharmacy Service Deficiencies

Health Environmental Deficiencies

Health Quality Care Deficiencies

Health Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| and self respect. | | |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Isolated | Minimal harm or potential for actual harm |
| Quickly give a resident's personal money to the heads of his or her estate after the resident's death. | Isolated | Minimal harm or potential for actual harm |
| Provide proof that all residents' personal money which is deposited with the nursing home, is secure. | Isolated | Minimal harm or potential for actual harm |
| At least once a month, have a licensed pharmacist check the drugs that each resident takes. | Pattern | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: | Isolated | Minimal harm or potential for actual harm |

Sage R&D

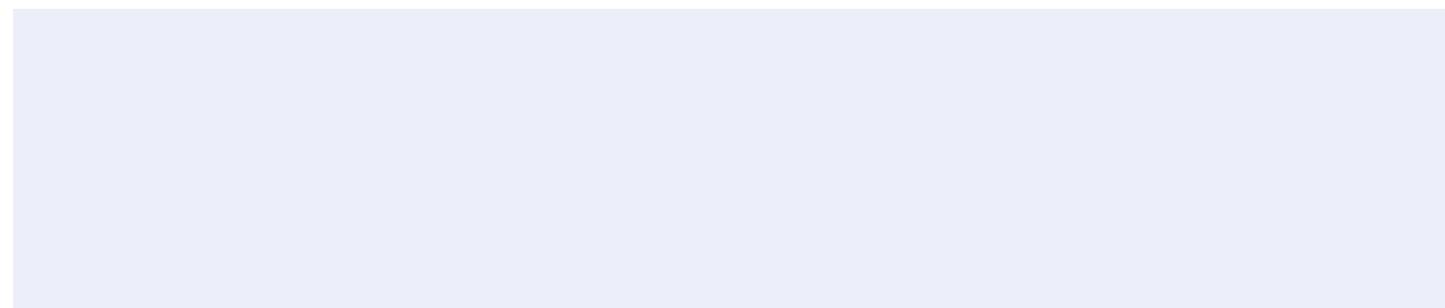
Based on Nursing Home Compare - Complaint Deficiency

STREET, PO BOX 468

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|--------|------------------------------------|---------------------------|
| 145730 | CONTINENTAL NURSING & REHAB CENTER | 5336 NORTH WESTERN AVENUE |
| 145730 | CONTINENTAL NURSING & REHAB CENTER | 5336 NORTH WESTERN AVENUE |
| 145862 | HILLTOP CONVALESCENT CENTER | 910 WEST POLK STREET |
| 145862 | HILLTOP CONVALESCENT CENTER | 910 WEST POLK STREET |
| 145862 | HILLTOP CONVALESCENT CENTER | 910 WEST POLK STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency



CHICAGO IL 60625 (773) 271-5600

CHICAGO IL 60625 (773) 271-5600

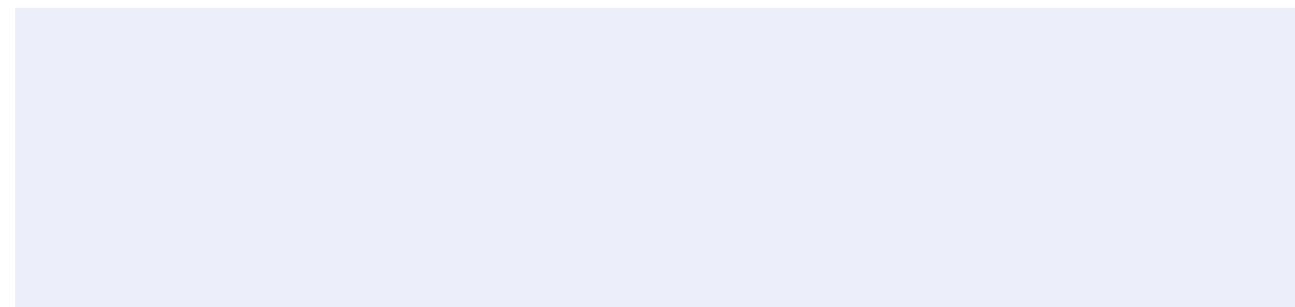
CHARLESTON IL 61920 (217) 345-7066

CHARLESTON IL 61920 (217) 345-7066

CHARLESTON IL 61920 (217) 345-7066

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency



10/15/2010

11/18/2010



10/15/2010

11/18/2010

08/18/2010

11/18/2010



08/18/2010

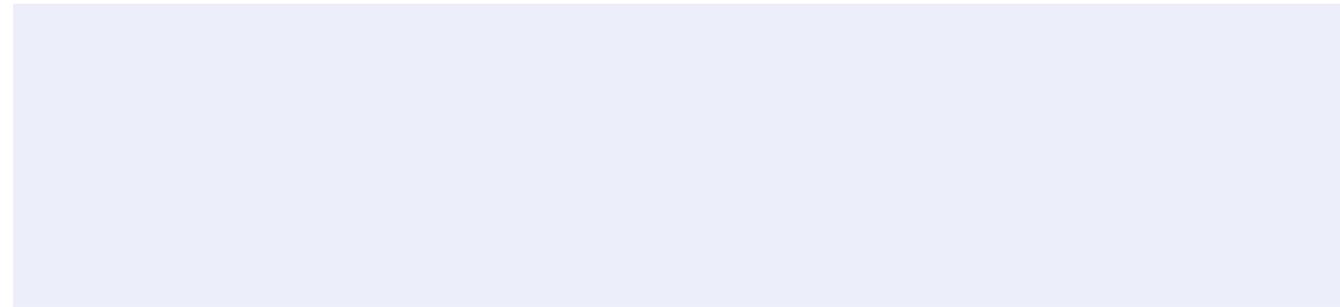
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11/18/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency



Health

Environmental Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | | harm |
| Provide needed housekeeping and maintenance. | Pattern | Potential for minimal harm |
| Prepare food that is nutritional, appetizing, tasty, attractive, well- cooked, and at the right temperature. | Pattern | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145862 | HILLTOP CONVALESCENT CENTER | 910 WEST POLK STREET |
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| 145862 | HILLTOP CONVALESCENT CENTER | 910 WEST POLK STREET |
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| 145862 | HILLTOP CONVALESCENT CENTER | 910 WEST POLK STREET |
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| 145862 | HILLTOP CONVALESCENT CENTER | 910 WEST POLK STREET |
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| 145862 | HILLTOP CONVALESCENT CENTER | 910 WEST POLK STREET |
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| 145862 | HILLTOP CONVALESCENT CENTER | 910 WEST POLK |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

CHARLESTON IL 61920 (217) 345-7066

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

08/18/2010

11/18/2010

08/18/2010

11/18/2010

09/08/2010

11/18/2010

09/08/2010

11/18/2010

09/08/2010

11/18/2010

09/08/2010

11/18/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

be transferred or discharged.

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| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
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| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary. | Isolated | Minimal harm or potential for actual harm |
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| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

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| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
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| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
|---|----------|-------------|

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| Make sure that residents are safe | Isolated | Minimal harm or potential for actual |
|-----------------------------------|----------|--------------------------------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-----------|-----------------------------------|------------------------|
| | | STREET |
| 145862 | HILLTOP CONVALESCENT CENTER | 910 WEST POLK STREET |
| 145753 | DANVILLE CARE CENTER | 1701 NORTH BOWMAN |
| 145757 | CARBONDALE REHAB & NURSING CENTER | 120 NORTH TOWER ROAD |
| 1.40E+125 | BROOKSIDE MANOR | 1740 WEST MCCORD |
| 145659 | WATERFORD NURSING & REHAB, THE | 7445 N. SHERIDAN ROAD |
| 145469 | PARIS HEALTH CARE CENTER | 1011 NORTH MAIN STREET |
| 145597 | PEKIN MANOR | 1520 EL CAMINO DRIVE |
| 1.40E+125 | BROOKSIDE MANOR | 1740 WEST MCCORD |
| 145312 | NORTHWOODS CARE CENTRE | 2250 PEARL STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|------------|----|-------|----------------|
| CHARLESTON | IL | 61920 | (217) 345-7066 |
| DANVILLE | IL | 61832 | (217) 443-2955 |
| CARBONDALE | IL | 62901 | (618) 549-3355 |
| CENTRALIA | IL | 62801 | (618) 532-2428 |
| CHICAGO | IL | 60626 | (773) 338-3300 |
| PARIS | IL | 61944 | (217) 465-5376 |
| PEKIN | IL | 61554 | (309) 353-1099 |
| CENTRALIA | IL | 62801 | (618) 532-2428 |
| BELVIDERE | IL | 61008 | (815) 544-0358 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/08/2010

11/18/2010

11/12/2010

11/17/2010

10/25/2010

11/16/2010

10/29/2010

11/16/2010

10/18/2010

11/15/2010

11/04/2010

11/13/2010

10/27/2010

11/12/2010

10/29/2010

11/12/2010

11/03/2010

11/11/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Administration Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Administration Deficiencies |
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| Health | Quality Care Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| from serious medication errors. | | harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that follow each resident's written care plan. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is safe, easy to use, clean and comfortable. | Isolated | Minimal harm or potential for actual harm |
| Quickly tell the resident's doctor the results of lab tests. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Give each resident enough fluids to keep them healthy and prevent dehydration. | Isolated | Minimal harm or potential for actual harm |
| Follow all laws and professional standards. | Widespread | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145387 | ST ANTHONY'S NRSG & REHAB CENTER | 767 30TH STREET |
| 145387 | ST ANTHONY'S NRSG & REHAB CENTER | 767 30TH STREET |
| 145996 | OAKRIDGE NURSING & REHAB CENTER | 323 OAKRIDGE AVENUE |
| 145996 | OAKRIDGE NURSING & REHAB CENTER | 323 OAKRIDGE AVENUE |
| 145948 | BEMENT HEALTH CARE CENTER | 601 NORTH MORGAN |
| 146104 | JACKSON HEIGHTS NURSING HOME | 404 BROOKVIEW DRIVE |
| 145655 | V I P MANOR | 393 EDWARDSVILLE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| ROCK ISLAND | IL | 61201 | (309) 788-7631 |
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| ROCK ISLAND | IL | 61201 | (309) 788-7631 |
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| HILLSIDE | IL | 60162 | (708) 547-6595 |
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| HILLSIDE | IL | 60162 | (708) 547-6595 |
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| BEMENT | IL | 61813 | (217) 678-2191 |
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| FARMER CITY | IL | 61842 | (309) 928-2118 |
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| WOOD RIVER | IL | 62095 | (618) 259-4111 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

10/20/2010

11/11/2010

10/20/2010

11/11/2010

10/19/2010

11/11/2010

10/19/2010

11/11/2010

11/09/2010

11/10/2010

11/04/2010

11/10/2010

10/19/2010

11/09/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Assessment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

highest quality of life possible.

Provide needed housekeeping and maintenance.

Widespread

Potential for minimal harm

Keep all essential equipment working safely.

Pattern

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Provide enough notice before discharging or transferring a resident.

Isolated

Minimal harm or potential for actual harm

Keep safe, clean and homelike surroundings.

Pattern

Potential for minimal harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Isolated

Minimal harm or potential for actual harm

Develop a complete care plan

Isolated

Minimal harm or potential for actual

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

ROAD

145655 V I P MANOR 393 EDWARDSVILLE
ROAD

1.40E+108 KANKAKEE TERRACE 100 BELLE AIRE

145070 COURTYARD HEALTHCARE CENTER 3601 SOUTH HARLEM
AVENUE

145070 COURTYARD HEALTHCARE CENTER 3601 SOUTH HARLEM
AVENUE

145222 WOODSTOCK RESIDENCE 309 MCHENRY
AVENUE

145241 HELIA SOUTHBELT HEALTHCARE 101 SOUTH BELT
WEST

145241 HELIA SOUTHBELT HEALTHCARE 101 SOUTH BELT
WEST

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|------------|----|-------|----------------|
| WOOD RIVER | IL | 62095 | (618) 259-4111 |
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| BOURBONNAIS | IL | 60914 | (815) 939-0910 |
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| BERWYN | IL | 60402 | (708) 749-4160 |
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| BERWYN | IL | 60402 | (708) 749-4160 |
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| WOODSTOCK | IL | 60098 | (815) 338-1700 |
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| BELLEVILLE | IL | 62220 | (618) 277-7700 |
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| BELLEVILLE | IL | 62220 | (618) 277-7700 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

10/19/2010

11/09/2010

11/03/2010

11/08/2010

10/15/2010

11/05/2010

10/15/2010

11/05/2010

10/14/2010

11/05/2010

10/13/2010

11/05/2010

10/13/2010

11/05/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| that meets all of a resident's needs, with timetables and actions that can be measured. | | harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Pattern | Minimal harm or potential for actual harm |
| Be administered in a way that leads to the highest possible level of well being for each resident. | Isolated | Minimal harm or potential for actual harm |
| Give each resident enough fluids to keep them healthy and prevent dehydration. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|---------------------|-----------------------|
| 145518 | MAR KA NURSING HOME | 201 SOUTH 10TH STREET |
| 145897 | LEBANON CARE CENTER | 1201 NORTH ALTON |
| 145897 | LEBANON CARE CENTER | 1201 NORTH ALTON |
| 145897 | LEBANON CARE CENTER | 1201 NORTH ALTON |
| 145897 | LEBANON CARE CENTER | 1201 NORTH ALTON |
| 145897 | LEBANON CARE CENTER | 1201 NORTH ALTON |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| MASCOUTAH | IL | 62258 | (618) 566-8000 |
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| LEBANON | IL | 62254 | (618) 537-4401 |
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| LEBANON | IL | 62254 | (618) 537-4401 |
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| LEBANON | IL | 62254 | (618) 537-4401 |
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| LEBANON | IL | 62254 | (618) 537-4401 |
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| LEBANON | IL | 62254 | (618) 537-4401 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

11/03/2010

11/05/2010

10/06/2010

11/05/2010

10/06/2010

11/05/2010

10/06/2010

11/05/2010

10/06/2010

11/05/2010

10/06/2010

11/05/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Assessment Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

need to alter treatment

significantly, or the resident must be transferred or discharged.

| | | |
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| Make sure that each resident's nutritional needs were met. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

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| Make a complete assessment that covers all questions for areas that are listed in official regulations. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

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| Do a new assessment after any major change in a resident's physical or mental health. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

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| Keep each resident free from physical restraints, unless needed for medical treatment. | Isolated | Actual harm |
|--|----------|-------------|

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|--|----------|-------------|
| Protect residents from mistreatment, neglect, and/or theft of personal property. | Isolated | Actual harm |
|--|----------|-------------|

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| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

145897 LEBANON CARE CENTER 1201 NORTH ALTON

1.40E+125 BROOKSIDE MANOR 1740 WEST MCCORD

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

LEBANON IL 62254 (618) 537-4401

CENTRALIA IL 62801 (618) 532-2428

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

10/06/2010

11/05/2010

10/06/2010

11/05/2010

10/06/2010

11/05/2010

10/06/2010

11/05/2010

10/06/2010

11/05/2010

10/29/2010

11/05/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Resident Assessment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--|------------|---|
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Be administered in a way that leads to the highest possible level of well being for each resident. | Widespread | Minimal harm or potential for actual harm |
| Make sure that each resident's nutritional needs were met. | Isolated | Actual harm |
| 1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects. | Isolated | Minimal harm or potential for actual harm |
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-----------|---------------------------------|----------------------------|
| 145135 | BURGIN MANOR OF OLNEY, INC. | 900 928 EAST SCOTT |
| 145518 | MAR KA NURSING HOME | 201 SOUTH 10TH STREET |
| 145549 | BELHAVEN NURSING & REHAB CENTER | 11401 SOUTH OAKLEY AVENUE |
| 1.40E+125 | BROOKSIDE MANOR | 1740 WEST MCCORD |
| 145597 | PEKIN MANOR | 1520 EL CAMINO DRIVE |
| 145376 | OAKVIEW HTS CONT C & REHAB CTR | R R 4 1320 WEST 9TH STREET |
| 145736 | ALDEN TOWN MANOR REHAB & HCC | 6120 WEST OGDEN |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-------|----|-------|----------------|
| OLNEY | IL | 62450 | (618) 395-1000 |
|-------|----|-------|----------------|

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|-----------|----|-------|----------------|
| MASCOUTAH | IL | 62258 | (618) 566-8000 |
|-----------|----|-------|----------------|

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|---------|----|-------|----------------|
| CHICAGO | IL | 60643 | (773) 233-6311 |
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| CENTRALIA | IL | 62801 | (618) 532-2428 |
|-----------|----|-------|----------------|

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| PEKIN | IL | 61554 | (309) 353-1099 |
|-------|----|-------|----------------|

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|--------------|----|-------|----------------|
| MOUNT CARMEL | IL | 62863 | (618) 263-4337 |
|--------------|----|-------|----------------|

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|--------|----|-------|----------------|
| CICERO | IL | 60804 | (708) 863-0500 |
|--------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

10/28/2010

11/04/2010

11/03/2010

11/03/2010

10/21/2010

11/01/2010

10/29/2010

11/01/2010

06/22/2010

10/30/2010

09/08/2010

10/29/2010

10/18/2010

10/29/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

update the care plan.

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|--|---------|---|
| Get proof that a nurse aide has the training and skills that the State requires. | Pattern | Minimal harm or potential for actual harm |
|--|---------|---|

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| Make a complete assessment that covers all questions for areas that are listed in official regulations. | Isolated | Minimal harm or potential for actual harm |
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| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
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|---|---------|----------------------------|
| Have a private telephone available for use. | Pattern | Potential for minimal harm |
|---|---------|----------------------------|

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| Listen to the resident or family groups or act on their complaints or suggestions. | Pattern | Minimal harm or potential for actual harm |
|--|---------|---|

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|---|----------|-------------|
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
|---|----------|-------------|

| | | |
|---|----------|---|
| Develop a complete care plan that meets all of a resident's | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

145736 ALDEN TOWN MANOR REHAB & HCC 6120 WEST OGDEN

145736 ALDEN TOWN MANOR REHAB & HCC 6120 WEST OGDEN

146037 PLEASANT MEADOWS CHR VILLAGE
P O BOX 375 400 W
WASHINGTON

1.40E+125 BROOKSIDE MANOR 1740 WEST MCCORD

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|----|-------|----------------|
| CICERO | IL | 60804 | (708) 863-0500 |
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|--------|----|-------|----------------|
| CICERO | IL | 60804 | (708) 863-0500 |
|--------|----|-------|----------------|

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|----------|----|-------|----------------|
| CHRISMAN | IL | 61924 | (217) 269-2396 |
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| CENTRALIA | IL | 62801 | (618) 532-2428 |
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| CENTRALIA | IL | 62801 | (618) 532-2428 |
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| CENTRALIA | IL | 62801 | (618) 532-2428 |
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| CENTRALIA | IL | 62801 | (618) 532-2428 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

10/18/2010

10/29/2010

10/18/2010

10/29/2010

10/01/2010

10/29/2010

10/29/2010

10/29/2010

10/29/2010

10/29/2010

10/29/2010

10/29/2010

10/29/2010

10/29/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

needs, with timetables and actions that can be measured.

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.

Isolated

Actual harm

Give professional services that meet a professional standard of quality.

Isolated

Minimal harm or potential for actual harm

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.

Isolated

Minimal harm or potential for actual harm

Keep each resident free from physical restraints, unless needed for medical treatment.

Isolated

Minimal harm or potential for actual harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Isolated

Minimal harm or potential for actual harm

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.

Isolated

Minimal harm or potential for actual harm

Provide care in a way that keeps

Isolated

Minimal harm or potential for actual

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

1.40E+125

BROOKSIDE MANOR

1740 WEST MCCORD

1.40E+125

BROOKSIDE MANOR

1740 WEST MCCORD

14E342

ROCK FALLS REHAB & HCC

430 MARTIN ROAD

145908

AMBERWOOD CARE CENTER

2313 NORTH
ROCKTON AVENUE

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-----------|----|-------|----------------|
| CENTRALIA | IL | 62801 | (618) 532-2428 |
|-----------|----|-------|----------------|

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|-----------|----|-------|----------------|
| CENTRALIA | IL | 62801 | (618) 532-2428 |
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| ROCK FALLS | IL | 61071 | (815) 626-4575 |
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| ROCKFORD | IL | 61103 | (815) 964-2200 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

10/29/2010

10/29/2010

10/29/2010

10/29/2010

10/27/2010

10/29/2010

10/12/2010

10/28/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Pharmacy Service Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

or builds each resident's dignity and self respect.

harm

Make a complete assessment that covers all questions for areas that are listed in official regulations.

Isolated

Minimal harm or potential for actual harm

Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.

Pattern

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|---------------------------------|-----------------------------------|
| 145337 | BRONZEVILLE PARK NSG & LVG CTR | 3400 SOUTH INDIANA |
| 145337 | BRONZEVILLE PARK NSG & LVG CTR | 3400 SOUTH INDIANA |
| 145671 | PROVIDENCE SOUTH HOLLAND | 16300 WAUSAU STREET |
| 145798 | COUNTRYSIDE NURSING & REHAB CTR | 1635 EAST 154TH STREET |
| 145798 | COUNTRYSIDE NURSING & REHAB CTR | 1635 EAST 154TH STREET |
| 146015 | HEARTHSTONE MANOR | 920 N SEMINARY AVE P O BOX 520 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---------|----|-------|----------------|
| CHICAGO | IL | 60616 | (312) 842-5000 |
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| CHICAGO | IL | 60616 | (312) 842-5000 |
|---------|----|-------|----------------|

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|---------------|----|-------|----------------|
| SOUTH HOLLAND | IL | 60473 | (708) 596-5500 |
|---------------|----|-------|----------------|

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| DOLTON | IL | 60419 | (708) 841-9550 |
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| DOLTON | IL | 60419 | (708) 841-9550 |
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| WOODSTOCK | IL | 60098 | (815) 338-1749 |
|-----------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/03/2010

10/27/2010

09/03/2010

10/27/2010

10/14/2010

10/27/2010

10/05/2010

10/27/2010

10/05/2010

10/27/2010

10/12/2010

10/27/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| be transferred or discharged. | | |
| Make sure that each residents' abilities to take care of themselves does not lessen, unless a change cannot be avoided. | Isolated | Actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Immediate jeopardy to resident health or safety |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|-----------------------------|------------------------------|
| 14E342 | ROCK FALLS REHAB & HCC | 430 MARTIN ROAD |
| 14E342 | ROCK FALLS REHAB & HCC | 430 MARTIN ROAD |
| 145070 | COURTYARD HEALTHCARE CENTER | 3601 SOUTH HARLEM AVENUE |
| 145899 | LEXINGTON OF ORLAND PARK | 14601 SOUTH JOHN HUMPHREY DR |
| 145899 | LEXINGTON OF ORLAND PARK | 14601 SOUTH JOHN HUMPHREY DR |
| 145899 | LEXINGTON OF ORLAND PARK | 14601 SOUTH JOHN HUMPHREY DR |
| 145899 | LEXINGTON OF ORLAND PARK | 14601 SOUTH JOHN HUMPHREY DR |
| 145899 | LEXINGTON OF ORLAND PARK | 14601 SOUTH JOHN HUMPHREY DR |
| 145899 | LEXINGTON OF ORLAND PARK | 14601 SOUTH JOHN |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

ROCK FALLS IL 61071 (815) 626-4575

ROCK FALLS IL 61071 (815) 626-4575

BERWYN IL 60402 (708) 749-4160

ORLAND PARK IL 60462 (708) 349-8300

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

10/05/2010 10/27/2010

10/27/2010 10/27/2010

10/15/2010 10/26/2010

08/12/2010 10/26/2010

10/06/2010 10/26/2010

10/06/2010 10/26/2010

10/06/2010 10/26/2010

10/06/2010 10/26/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Let the resident or the resident's representative look at all records. | Pattern | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Immediate jeopardy to resident health or safety |
| Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for; or 2) how to apply for Medicaid, along with the names and addresses of State groups that can help. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Give professional services that | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

HUMPHREY DR

145899

LEXINGTON OF ORLAND PARK

14601 SOUTH JOHN
HUMPHREY DR

145899

LEXINGTON OF ORLAND PARK

14601 SOUTH JOHN
HUMPHREY DR

146076

MANOR COURT OF CLINTON

1 PARK LANE WEST

146076

MANOR COURT OF CLINTON

1 PARK LANE WEST

145275

TIMBERCREEK REHAB & HEALTHCARE
CENTER

2220 STATE STREET

145275

TIMBERCREEK REHAB & HEALTHCARE
CENTER

2220 STATE STREET

145900

PRAIRIE VIEW CR CTR-LEWISTOWN

175 EAST SYCAMORE

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| ORLAND PARK | IL | 60462 | (708) 349-8300 |
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| ORLAND PARK | IL | 60462 | (708) 349-8300 |
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| CLINTON | IL | 61727 | (217) 935-8500 |
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| CLINTON | IL | 61727 | (217) 935-8500 |
|---------|----|-------|----------------|

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|-------|----|-------|----------------|
| PEKIN | IL | 61554 | (309) 347-1110 |
|-------|----|-------|----------------|

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| PEKIN | IL | 61554 | (309) 347-1110 |
|-------|----|-------|----------------|

| | | | |
|-----------|----|-------|----------------|
| LEWISTOWN | IL | 61542 | (309) 547-2267 |
|-----------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

10/06/2010

10/26/2010

10/06/2010

10/26/2010

10/19/2010

10/26/2010

10/19/2010

10/26/2010

10/18/2010

10/22/2010

10/18/2010

10/22/2010

09/02/2010

10/22/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| meet a professional standard of quality. | | harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Provide social services for related medical problems to help each resident achieve the highest possible quality of life. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Pattern | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Send and promptly deliver unopened mail to residents. | Isolated | Minimal harm or potential for actual harm |
| Provide enough notice before | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|---------------------------------|--------------------------|
| 145924 | HELIA HEALTHCARE OF CHAMPAIGN | 1915 SOUTH MATTIS STREET |
| 146036 | SHAWNEE CHRISTIAN NURSING CTR | 1901 13TH STREET |
| 14E342 | ROCK FALLS REHAB & HCC | 430 MARTIN ROAD |
| 145585 | CASEYVILLE NURSING & REHAB CTR | 601 WEST LINCOLN AVENUE |
| 145585 | CASEYVILLE NURSING & REHAB CTR | 601 WEST LINCOLN AVENUE |
| 145585 | CASEYVILLE NURSING & REHAB CTR | 601 WEST LINCOLN AVENUE |
| 146125 | ASSISI HEALTHCARE OF CLARE OAKS | 829 CARILLON DRIVE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| CHAMPAIGN | IL | 61821 | (217) 352-0516 |
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| HERRIN | IL | 62948 | (618) 942-7391 |
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| ROCK FALLS | IL | 61071 | (815) 626-4575 |
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| CASEYVILLE | IL | 62232 | (618) 345-3072 |
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| CASEYVILLE | IL | 62232 | (618) 345-3072 |
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| CASEYVILLE | IL | 62232 | (618) 345-3072 |
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| BARTLETT | IL | 60103 | (630) 483-3905 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/27/2010

10/22/2010

09/27/2010

10/22/2010

10/05/2010

10/22/2010

09/30/2010

10/21/2010

09/30/2010

10/21/2010

09/30/2010

10/21/2010

09/30/2010

10/20/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| discharging or transferring a resident. | | harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give each resident enough fluids to keep them healthy and prevent dehydration. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Make sure that residents are safe from serious medication errors. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|--------------------------------|----------------------------|
| 145517 | WHITE OAK REHABILITATION & HCC | 1700 WHITE STREET |
| 145659 | WATERFORD NURSING & REHAB, THE | 7445 N. SHERIDAN ROAD |
| 145659 | WATERFORD NURSING & REHAB, THE | 7445 N. SHERIDAN ROAD |
| 145740 | ASTA CARE CENTER OF ELGIN | 134 NORTH MCLEAN BOULEVARD |
| 145740 | ASTA CARE CENTER OF ELGIN | 134 NORTH MCLEAN BOULEVARD |
| 145740 | ASTA CARE CENTER OF ELGIN | 134 NORTH MCLEAN BOULEVARD |
| 145877 | DOLTON NURSING & REHAB | 14325 SOUTH BLACKSTONE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

MOUNT VERNON IL 62864 (618) 242-4075

CHICAGO IL 60626 (773) 338-3300

CHICAGO IL 60626 (773) 338-3300

ELGIN IL 60121 (847) 742-8822

ELGIN IL 60121 (847) 742-8822

ELGIN IL 60121 (847) 742-8822

DOLTON IL 60419 (708) 849-5000

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

10/14/2010

10/15/2010

09/22/2010

10/15/2010

09/22/2010

10/15/2010

09/23/2010

10/15/2010

09/23/2010

10/15/2010

09/23/2010

10/15/2010

09/30/2010

10/15/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

accidents.

| | | |
|---|----------|---|
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

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| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
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| Make sure there is a program to prevent/deal with mice, insects, or other pests. | Isolated | Minimal harm or potential for actual harm |
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| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
|---|----------|-------------|

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| Provide care in a way that keeps or builds each resident's dignity and self respect. | Isolated | Minimal harm or potential for actual harm |
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| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
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| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment | Isolated | Minimal harm or potential for actual harm |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|-----------------------------------|---------------------------|
| 146013 | BERKELEY NURSING & REHAB CENTER | 6909 WEST NORTH AVENUE |
| 145439 | CHAMPAIGN URBANA REG REHAB CENTER | 302 WEST BURWASH |
| 145602 | VILLAGE AT VICTORY LAKES, THE | 1055 EAST GRAND AVENUE |
| 146026 | LEWIS MEMORIAL CHRISTIAN VLG | 3400 WEST WASHINGTON |
| 145160 | CAPITOL CARE CENTER | 555 WEST CARPENTER |
| 145222 | WOODSTOCK RESIDENCE | 309 MCHENRY AVENUE |
| 145758 | GLENWOOD HEALTHCARE & REHAB. | 19330 SOUTH COTTAGE GROVE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|----------|----|-------|----------------|
| OAK PARK | IL | 60302 | (708) 386-1112 |
|----------|----|-------|----------------|

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|-------|----|-------|----------------|
| SAVOY | IL | 61874 | (217) 402-9700 |
|-------|----|-------|----------------|

| | | | |
|-------------|----|-------|----------------|
| LINDENHURST | IL | 60046 | (847) 356-5900 |
|-------------|----|-------|----------------|

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|-------------|----|-------|----------------|
| SPRINGFIELD | IL | 62702 | (217) 787-9600 |
|-------------|----|-------|----------------|

| | | | |
|-------------|----|-------|----------------|
| SPRINGFIELD | IL | 62702 | (217) 525-1880 |
|-------------|----|-------|----------------|

| | | | |
|-----------|----|-------|----------------|
| WOODSTOCK | IL | 60098 | (815) 338-1700 |
|-----------|----|-------|----------------|

| | | | |
|----------|----|-------|----------------|
| GLENWOOD | IL | 60425 | (708) 758-6200 |
|----------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/22/2010

10/15/2010

11/18/2010

10/14/2010

09/27/2010

10/14/2010

09/24/2010

10/14/2010

10/05/2010

10/13/2010

09/21/2010

10/13/2010

08/19/2010

10/13/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

significantly, or the resident must be transferred or discharged.

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|--|----------|---|
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
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|---|----------|---|
| Make sure that residents are safe from serious medication errors. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

| | | |
|---|----------|---|
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

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| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

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|--|----------|---|
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary. | Isolated | Minimal harm or potential for actual harm |
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| | | |
|--|----------|---|
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

| | | |
|---|----------|---|
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Immediate jeopardy to resident health or safety |
|---|----------|---|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|----------------------------------|-------------------------------|
| 145758 | GLENWOOD HEALTHCARE & REHAB. | 19330 SOUTH COTTAGE GROVE |
| 145952 | HERITAGE MANOR-BEARDSTOWN SOUTH | 8306 ST LUKES DRIVE |
| 146031 | GREEK AMERICAN REHAB CARE CTR | 220 N FIRST STREET |
| 14E506 | RAINBOW BEACH CARE CENTER | 7325 SOUTH EXCHANGE |
| 145160 | CAPITOL CARE CENTER | 555 WEST CARPENTER |
| 145764 | RENAISSANCE PARK SOUTH | 10935 SOUTH HALSTED STREET |
| 145891 | ROSEWOOD CARE CENTER OF ROCKFORD | 1660 SOUTH MULFORD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-------------|----|-------|----------------|
| GLENWOOD | IL | 60425 | (708) 758-6200 |
| BEARDSTOWN | IL | 62618 | (217) 323-9454 |
| WHEELING | IL | 60090 | (847) 459-8700 |
| CHICAGO | IL | 60649 | (773) 731-7300 |
| SPRINGFIELD | IL | 62702 | (217) 525-1880 |
| CHICAGO | IL | 60628 | (773) 928-2000 |
| ROCKFORD | IL | 61108 | (815) 397-8700 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

10/13/2010

10/13/2010

09/22/2010

10/13/2010

08/25/2010

10/13/2010

09/27/2010

10/13/2010

10/05/2010

10/12/2010

09/21/2010

10/12/2010

07/28/2010

10/12/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| Provide services to meet the needs and preferences of each resident. | Pattern | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|----------------------------------|--------------------|
| 145891 | ROSEWOOD CARE CENTER OF ROCKFORD | 1660 SOUTH MULFORD |
| 146122 | ST PAUL'S HOME | 1021 WEST E STREET |
| 14E361 | ASPEN REHAB & HEALTH CARE | 1403 9TH AVENUE |
| 145160 | CAPITOL CARE CENTER | 555 WEST CARPENTER |
| 145160 | CAPITOL CARE CENTER | 555 WEST CARPENTER |
| 145995 | RENAISSANCE AT MIDWAY, THE | 4437 SOUTH CICERO |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|----------|----|-------|----------------|
| ROCKFORD | IL | 61108 | (815) 397-8700 |
|----------|----|-------|----------------|

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|------------|----|-------|----------------|
| BELLEVILLE | IL | 62220 | (618) 233-2095 |
|------------|----|-------|----------------|

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|--------|----|-------|----------------|
| SILVIS | IL | 61282 | (309) 796-2600 |
|--------|----|-------|----------------|

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|-------------|----|-------|----------------|
| SPRINGFIELD | IL | 62702 | (217) 525-1880 |
|-------------|----|-------|----------------|

| | | | |
|-------------|----|-------|----------------|
| SPRINGFIELD | IL | 62702 | (217) 525-1880 |
|-------------|----|-------|----------------|

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|---------|----|-------|----------------|
| CHICAGO | IL | 60632 | (773) 884-0484 |
|---------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

07/28/2010

10/12/2010

09/23/2010

10/12/2010

09/23/2010

10/12/2010

10/05/2010

10/11/2010

10/05/2010

10/11/2010

09/23/2010

10/11/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | | |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Pattern | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|-------------------------------|--------------------------|
| 145995 | RENAISSANCE AT MIDWAY, THE | 4437 SOUTH CICERO |
| 145991 | COMMUNITY CARE | 4314 SOUTH WABASH AVENUE |
| 146036 | SHAWNEE CHRISTIAN NURSING CTR | 1901 13TH STREET |
| 145452 | HERITAGE MANOR-DWIGHT | 300 EAST MAZON AVENUE |
| 145452 | HERITAGE MANOR-DWIGHT | 300 EAST MAZON AVENUE |
| 145877 | DOLTON NURSING & REHAB | 14325 SOUTH BLACKSTONE |
| 145877 | DOLTON NURSING & REHAB | 14325 SOUTH BLACKSTONE |
| 145877 | DOLTON NURSING & REHAB | 14325 SOUTH |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| CHICAGO | IL | 60632 | (773) 884-0484 |
| CHICAGO | IL | 60653 | (773) 538-8300 |
| HERRIN | IL | 62948 | (618) 942-7391 |
| DWIGHT | IL | 60420 | (815) 584-1240 |
| DWIGHT | IL | 60420 | (815) 584-1240 |
| DOLTON | IL | 60419 | (708) 849-5000 |
| DOLTON | IL | 60419 | (708) 849-5000 |
| DOLTON | IL | 60419 | (708) 849-5000 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/23/2010 10/11/2010

09/10/2010 10/10/2010

09/16/2010 10/10/2010

09/15/2010 10/08/2010

09/15/2010 10/08/2010

09/22/2010 10/08/2010

09/22/2010 10/08/2010

09/22/2010 10/08/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Environmental Deficiencies |
| Health | Environmental Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Mistreatment Deficiencies |
| Health | Pharmacy Service Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Mistreatment Deficiencies |
| Health | Mistreatment Deficiencies |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|------------|---|
| abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible. | | |
| Keep safe, clean and homelike surroundings. | Pattern | Minimal harm or potential for actual harm |
| Provide needed housekeeping and maintenance. | Widespread | Potential for minimal harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Pattern | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Pattern | Minimal harm or potential for actual harm |
| Make sure that residents are safe from serious medication errors. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Protect each resident from all abuse, physical punishment, and being separated from others. | Isolated | Actual harm |
| 1) Hire only people who have no | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|-------------------------------------|---------------------------------|
| 145877 | DOLTON NURSING & REHAB | 14325 SOUTH BLACKSTONE |
| 146005 | ASTA CARE CENTER - FORD COUNTY | 1240 NORTH MARKET STREET |
| 146045 | HELIA HEALTHCARE OF ENERGY | 210 EAST COLLEGE, PO BOX 519 |
| 145234 | FREEPORT REHAB & HEALTH CARE CENTER | 900 SOUTH KIWANIS DRIVE |
| 145234 | FREEPORT REHAB & HEALTH CARE CENTER | 900 SOUTH KIWANIS DRIVE |
| 145234 | FREEPORT REHAB & HEALTH CARE CENTER | 900 SOUTH KIWANIS DRIVE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|----------|----|-------|----------------|
| DOLTON | IL | 60419 | (708) 849-5000 |
| PAXTON | IL | 60957 | (217) 379-4896 |
| ENERGY | IL | 62933 | (618) 942-7014 |
| FREEPORT | IL | 61032 | (815) 235-6196 |
| FREEPORT | IL | 61032 | (815) 235-6196 |
| FREEPORT | IL | 61032 | (815) 235-6196 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/22/2010

10/08/2010

09/16/2010

10/08/2010

09/30/2010

10/07/2010

09/30/2010

10/07/2010

09/30/2010

10/07/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Make sure that each resident's nutritional needs were met. | Isolated | Minimal harm or potential for actual harm |
| Give each resident enough fluids to keep them healthy and prevent dehydration. | Isolated | Immediate jeopardy to resident health or safety |
| Give professional services that follow each resident's written care | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|--------------------------------------|------------------------------|
| 145234 | FREEPORT REHAB & HEALTH CARE CENTER | 900 SOUTH KIWANIS DRIVE |
| 145234 | FREEPORT REHAB & HEALTH CARE CENTER | 900 SOUTH KIWANIS DRIVE |
| 145440 | NEIGHBORS REHABILITATION CENTER, LLC | 811 WEST 2ND, PO BOX 585 |
| 145645 | FOREST HILL HEALTH AND REHAB | 4747 11TH STREET |
| 145645 | FOREST HILL HEALTH AND REHAB | 4747 11TH STREET |
| 145645 | FOREST HILL HEALTH AND REHAB | 4747 11TH STREET |
| 145234 | FREEPORT REHAB & HEALTH CARE CENTER | 900 SOUTH KIWANIS DRIVE |
| 145899 | LEXINGTON OF ORLAND PARK | 14601 SOUTH JOHN HUMPHREY DR |
| 145981 | SWANSEA REHAB HEALTH CARE | 1405 NORTH SECOND STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|----------|----|-------|----------------|
| FREEPORT | IL | 61032 | (815) 235-6196 |
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| FREEPORT | IL | 61032 | (815) 235-6196 |
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| BYRON | IL | 61010 | (815) 234-2511 |
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| EAST MOLINE | IL | 61244 | (309) 796-0922 |
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| EAST MOLINE | IL | 61244 | (309) 796-0922 |
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| EAST MOLINE | IL | 61244 | (309) 796-0922 |
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|----------|----|-------|----------------|
| FREEPORT | IL | 61032 | (815) 235-6196 |
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|-------------|----|-------|----------------|
| ORLAND PARK | IL | 60462 | (708) 349-8300 |
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| SWANSEA | IL | 62226 | (618) 233-6625 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/30/2010

10/07/2010

09/30/2010

10/07/2010

09/17/2010

10/07/2010

10/06/2010

10/07/2010

10/06/2010

10/07/2010

10/06/2010

10/07/2010

09/30/2010

10/06/2010

08/12/2010

10/06/2010

09/17/2010

10/06/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

plan.

| | | |
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| Provide care in a way that keeps or builds each resident's dignity and self respect. | Isolated | Minimal harm or potential for actual harm |
| Protect residents from mistreatment, neglect, and/or theft of personal property. | Isolated | Immediate jeopardy to resident health or safety |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Provide needed housekeeping and maintenance. | Pattern | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Make sure that each resident's nutritional needs were met. | Isolated | Minimal harm or potential for actual harm |
| Use a registered nurse at least 8 hours a day, 7 days a week. | Widespread | Minimal harm or potential for actual harm |
| Protect residents from mistreatment, neglect, and/or theft of personal property. | Isolated | Immediate jeopardy to resident health or safety |
| Provide services to meet the needs and preferences of each resident. | Pattern | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|-------------------------------------|--------------------------|
| 145965 | MCKINLEY COURT | 500 WEST MCKINLEY AVENUE |
| 146116 | LA SALLE COUNTY NURSING HOME | 1380 NORTH 27TH ROAD |
| 146116 | LA SALLE COUNTY NURSING HOME | 1380 NORTH 27TH ROAD |
| 146116 | LA SALLE COUNTY NURSING HOME | 1380 NORTH 27TH ROAD |
| 145234 | FREEPORT REHAB & HEALTH CARE CENTER | 900 SOUTH KIWANIS DRIVE |
| 145234 | FREEPORT REHAB & HEALTH CARE CENTER | 900 SOUTH KIWANIS DRIVE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

DECATUR IL 62526 (217) 875-0020

OTTAWA IL 61350 (815) 433-0476

OTTAWA IL 61350 (815) 433-0476

OTTAWA IL 61350 (815) 433-0476

FREEPORT IL 61032 (815) 235-6196

FREEPORT IL 61032 (815) 235-6196

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/22/2010

10/04/2010

09/09/2010

10/04/2010

09/09/2010

10/04/2010

09/09/2010

10/04/2010

09/30/2010

10/01/2010

09/30/2010

10/01/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

resident.

| | | |
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| Give professional services that follow each resident's written care plan. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Pattern | Immediate jeopardy to resident health or safety |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Provide services to meet the needs and preferences of each resident. | Isolated | Immediate jeopardy to resident health or safety |
| Make sure that doctors visit residents regularly, as required. | Pattern | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-----------|------------------------------|---------------------------|
| 145664 | WESTSIDE REHAB & CARE CENTER | 601 NORTH COLUMBIA |
| 145908 | AMBERWOOD CARE CENTER | 2313 NORTH ROCKTON AVENUE |
| 145939 | WATERFRONT TERRACE | 7750 SOUTH SHORE DRIVE |
| 145939 | WATERFRONT TERRACE | 7750 SOUTH SHORE DRIVE |
| 145939 | WATERFRONT TERRACE | 7750 SOUTH SHORE DRIVE |
| 1.40E+258 | PARK HAVEN CARE CENTER | 107 SOUTH LINCOLN |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| WEST FRANKFORT | IL | 62896 | (618) 932-2109 |
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| ROCKFORD | IL | 61103 | (815) 964-2200 |
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| CHICAGO | IL | 60649 | (773) 731-4200 |
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| CHICAGO | IL | 60649 | (773) 731-4200 |
|---------|----|-------|----------------|

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| CHICAGO | IL | 60649 | (773) 731-4200 |
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| SMITHTON | IL | 62285 | (618) 235-4600 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/30/2010

10/01/2010

09/21/2010

10/01/2010

09/22/2010

10/01/2010

09/22/2010

10/01/2010

09/22/2010

10/01/2010

09/16/2010

10/01/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

be transferred or discharged.

| | | |
|---|----------|---|
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

| | | |
|---|---------|---|
| Make sure that the nursing home area is free of dangers that cause accidents. | Pattern | Minimal harm or potential for actual harm |
|---|---------|---|

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| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
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| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

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|---|------------|----------------------------|
| Have a private telephone available for use. | Widespread | Potential for minimal harm |
|---|------------|----------------------------|

| | | |
|---|----------|---|
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-----------|--------------------------------|------------------------------|
| 1.40E+258 | PARK HAVEN CARE CENTER | 107 SOUTH LINCOLN |
| 145341 | FRIENDSHIP VILLAGE-SCHAUMBURG | 350 WEST SCHAUMBURG ROAD |
| 145585 | CASEYVILLE NURSING & REHAB CTR | 601 WEST LINCOLN AVENUE |
| 145705 | NATHAN HEALTH CARE CENTER | 5050 SUMMIT AVENUE |
| 146041 | EAST MOLINE NURSING & REHAB | 430 SOUTH 30TH AVENUE |
| 145837 | PITTSFIELD MANOR | 610 LOWRY STREET |
| 145758 | GLENWOOD HEALTHCARE & REHAB. | 19330 SOUTH COTTAGE GROVE |
| 145872 | ALDEN LONG GROVE REHAB &HC CTR | BOX 2308 RFD HICKS ROAD |
| 145872 | ALDEN LONG GROVE REHAB &HC CTR | BOX 2308 RFD HICKS ROAD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---------------------|----|-------|----------------|
| SMITHTON | IL | 62285 | (618) 235-4600 |
| SCHAUMBURG | IL | 60194 | (847) 884-5000 |
| CASEYVILLE | IL | 62232 | (618) 345-3072 |
| EAST SAINT LOUIS | IL | 62205 | (618) 874-3597 |
| EAST MOLINE | IL | 61244 | (309) 755-3466 |
| PITTSFIELD | IL | 62363 | (217) 285-5200 |
| GLENWOOD | IL | 60425 | (708) 758-6200 |
| LONG GROVE | IL | 60047 | (847) 438-8275 |
| LONG GROVE | IL | 60047 | (847) 438-8275 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/16/2010 10/01/2010

09/03/2010 09/30/2010

09/30/2010 09/30/2010

08/17/2010 09/30/2010

08/13/2010 09/30/2010

08/11/2010 09/29/2010

09/28/2010 09/28/2010

09/10/2010 09/28/2010

09/10/2010 09/28/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|------------|---|
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
| Provide care in a way that keeps or builds each resident's dignity and self respect. | Isolated | Minimal harm or potential for actual harm |
| Have licensed, certified, or registered staff to give needed services. | Isolated | Minimal harm or potential for actual harm |
| Provide needed housekeeping and maintenance. | Pattern | Potential for minimal harm |
| Use a registered nurse at least 8 hours a day, 7 days a week. | Widespread | Potential for minimal harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Make sure there is a program to prevent/deal with mice, insects, or other pests. | Widespread | Minimal harm or potential for actual harm |
| Provide enough notice before discharging or transferring a resident. | Isolated | Minimal harm or potential for actual harm |
| Provide social services for related medical problems to help each resident achieve the highest | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145856 | ALL FAITH PAVILION | 3500 SOUTH GILES AVENUE |
| 14E729 | SHARON HEALTH CARE WOODS | 3223 WEST RICHWOODS BOULEVARD |
| 146041 | EAST MOLINE NURSING & REHAB | 430 SOUTH 30TH AVENUE |
| 145950 | ROCK ISLAND NURSING & REHB CENTER | 2545 24TH STREET |
| 145983 | RENAISSANCE AT 87TH STREET,THE | 2940 WEST 87TH STREET |
| 146132 | SOUTH SUBURBAN REHAB CENTER | 19000 HALSTED |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---------|----|-------|----------------|
| CHICAGO | IL | 60653 | (312) 326-2000 |
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|--------|----|-------|----------------|
| PEORIA | IL | 61604 | (309) 685-5241 |
|--------|----|-------|----------------|

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| EAST MOLINE | IL | 61244 | (309) 755-3466 |
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| ROCK ISLAND | IL | 61201 | (309) 788-0458 |
|-------------|----|-------|----------------|

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| CHICAGO | IL | 60652 | (773) 434-8787 |
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| HOMEWOOD | IL | 60430 | (708) 957-9200 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/23/2010

09/27/2010

09/24/2010

09/27/2010

08/13/2010

09/25/2010

09/10/2010

09/24/2010

08/27/2010

09/24/2010

09/07/2010

09/24/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| resident achieve the highest possible quality of life. | | |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Follow all laws and professional standards. | Isolated | Minimal harm or potential for actual harm |
| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. | Isolated | Minimal harm or potential for actual harm |
| Tell the resident completely about his or her health status. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give professional services that meet a professional standard of | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 146132 | SOUTH SUBURBAN REHAB CENTER | 19000 HALSTED |
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| 146132 | SOUTH SUBURBAN REHAB CENTER | 19000 HALSTED |
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| 146132 | SOUTH SUBURBAN REHAB CENTER | 19000 HALSTED |
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| 146132 | SOUTH SUBURBAN REHAB CENTER | 19000 HALSTED |
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| 145950 | ROCK ISLAND NURSING & REHB CENTER | 2545 24TH STREET |
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| 145950 | ROCK ISLAND NURSING & REHB CENTER | 2545 24TH STREET |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| HOMEWOOD | IL | 60430 | (708) 957-9200 |
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| HOMEWOOD | IL | 60430 | (708) 957-9200 |
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| HOMEWOOD | IL | 60430 | (708) 957-9200 |
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| HOMEWOOD | IL | 60430 | (708) 957-9200 |
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| ROCK ISLAND | IL | 61201 | (309) 788-0458 |
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| ROCK ISLAND | IL | 61201 | (309) 788-0458 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/07/2010

09/24/2010

09/07/2010

09/24/2010

09/07/2010

09/24/2010

09/07/2010

09/24/2010

09/10/2010

09/23/2010

09/10/2010

09/23/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Pharmacy Service Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| quality. | | |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents are safe from serious medication errors. | Isolated | Minimal harm or potential for actual harm |
| Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature. | Widespread | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. | Pattern | Minimal harm or potential for actual harm |
| Make sure that residents are safe | Pattern | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|--------------------------------|---------------------------------|
| 145190 | HEARTLAND OF CHAMPAIGN | 309 EAST SPRINGFIELD |
| 145190 | HEARTLAND OF CHAMPAIGN | 309 EAST SPRINGFIELD |
| 145457 | ST VINCENT'S HOME | 1440 NORTH 10TH STREET |
| 145685 | MOUNT VERNON COUNTRYSIDE MANOR | 606 EAST IL HWY 15 |
| 145818 | ASTA CARE CENTER OF ROCKFORD | 707 WEST RIVERSIDE BOULEVARD |
| 145987 | GALESBURG TERRACE | 1145 FRANK STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-----------|----|-------|----------------|
| CHAMPAIGN | IL | 61820 | (217) 352-5135 |
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| CHAMPAIGN | IL | 61820 | (217) 352-5135 |
|-----------|----|-------|----------------|

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|--------|----|-------|----------------|
| QUINCY | IL | 62301 | (217) 224-3780 |
|--------|----|-------|----------------|

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| MOUNT VERNON | IL | 62864 | (618) 242-1800 |
|--------------|----|-------|----------------|

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| ROCKFORD | IL | 61103 | (815) 877-5752 |
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| GALESBURG | IL | 61401 | (309) 342-2103 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/14/2010

09/22/2010

09/14/2010

09/22/2010

09/02/2010

09/22/2010

08/17/2010

09/22/2010

09/22/2010

09/22/2010

08/12/2010

09/22/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| from serious medication errors. | | harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents are safe from serious medication errors. | Isolated | Minimal harm or potential for actual harm |
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that follow each resident's written care plan. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot | Pattern | Immediate jeopardy to resident health or safety |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145987 | GALESBURG TERRACE | 1145 FRANK STREET |
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| 145987 | GALESBURG TERRACE | 1145 FRANK STREET |
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| 145987 | GALESBURG TERRACE | 1145 FRANK STREET |
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| 145987 | GALESBURG TERRACE | 1145 FRANK STREET |
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| 145987 | GALESBURG TERRACE | 1145 FRANK STREET |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-----------|----|-------|----------------|
| GALESBURG | IL | 61401 | (309) 342-2103 |
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| GALESBURG | IL | 61401 | (309) 342-2103 |
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| GALESBURG | IL | 61401 | (309) 342-2103 |
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| GALESBURG | IL | 61401 | (309) 342-2103 |
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| GALESBURG | IL | 61401 | (309) 342-2103 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

08/12/2010

09/22/2010

08/12/2010

09/22/2010

08/12/2010

09/22/2010

08/30/2010

09/22/2010

08/30/2010

09/22/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| care, and prostheses. | | |
| Have enough nurses to care for every resident in a way that maximizes the resident's well being. | Pattern | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is safe, easy to use, clean and comfortable. | Pattern | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Pattern | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

146076 MANOR COURT OF CLINTON 1 PARK LANE WEST

145623 WALNUT GROVE VILLAGE 1095 TWILIGHT DRIVE

146016 SUNSET REHABILITATION & HEALTH CARE 129 SOUTH 1ST
AVENUE

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

CLINTON IL 61727 (217) 935-8500

MORRIS IL 60450 (815) 942-5108

CANTON IL 61520 (309) 647-4327

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/01/2010

09/22/2010

08/25/2010

09/21/2010

08/25/2010

09/21/2010

08/25/2010

09/21/2010

08/25/2010

09/21/2010

09/08/2010

09/21/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Pharmacy Service Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

quality.

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.

Isolated

Minimal harm or potential for actual harm

Have a program to keep infection from spreading.

Pattern

Minimal harm or potential for actual harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Pattern

Minimal harm or potential for actual harm

Give professional services that meet a professional standard of quality.

Isolated

Actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a

Isolated

Actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|-------------------------------------|---------------------------|
| 146016 | SUNSET REHABILITATION & HEALTH CARE | 129 SOUTH 1ST AVENUE |
| 146016 | SUNSET REHABILITATION & HEALTH CARE | 129 SOUTH 1ST AVENUE |
| 145437 | COLONIAL HALL CARE CENTER | 515 BUREAU VALLEY PARKWAY |
| 145624 | FLORA GARDENS CARE CENTER | 701 SHADWELL AVENUE |
| 145714 | OAK PARK HEALTHCARE CENTER | 625 NORTH HARLEM |
| 145714 | OAK PARK HEALTHCARE CENTER | 625 NORTH HARLEM |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|----|-------|----------------|
| CANTON | IL | 61520 | (309) 647-4327 |
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|--------|----|-------|----------------|
| CANTON | IL | 61520 | (309) 647-4327 |
|--------|----|-------|----------------|

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|-----------|----|-------|----------------|
| PRINCETON | IL | 61356 | (815) 875-3347 |
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| FLORA | IL | 62839 | (618) 662-8361 |
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| OAK PARK | IL | 60302 | (708) 848-5966 |
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| OAK PARK | IL | 60302 | (708) 848-5966 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/08/2010

09/21/2010

09/08/2010

09/21/2010

09/01/2010

09/20/2010

09/16/2010

09/20/2010

09/08/2010

09/20/2010

09/08/2010

09/20/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | | |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that follow each resident's written care plan. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Keep accurate and appropriate medical records. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--------------------------------------|-----------------------------|
| 145757 | CARBONDALE REHAB & NURSING CENTER | 120 NORTH TOWER ROAD |
| 145714 | OAK PARK HEALTHCARE CENTER | 625 NORTH HARLEM |
| 145850 | CEDAR POINTE REHAB & NURSING | 5825 WEST CERMAK ROAD |
| 145364 | CHAMPAIGN COUNTY NURSING HOME | 500 SOUTH ART BARTELL DRIVE |
| 145364 | CHAMPAIGN COUNTY NURSING HOME | 500 SOUTH ART BARTELL DRIVE |
| 145503 | DOUGLAS REHABILITATION & CARE CENTER | 3516 POWELL LANE |
| 145503 | DOUGLAS REHABILITATION & CARE CENTER | 3516 POWELL LANE |
| 145503 | DOUGLAS REHABILITATION & CARE CENTER | 3516 POWELL LANE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|------------|----|-------|----------------|
| CARBONDALE | IL | 62901 | (618) 549-3355 |
| OAK PARK | IL | 60302 | (708) 848-5966 |
| CICERO | IL | 60804 | (708) 656-9120 |
| URBANA | IL | 61802 | (217) 384-3784 |
| URBANA | IL | 61802 | (217) 384-3784 |
| MATTOON | IL | 61938 | (217) 234-6401 |
| MATTOON | IL | 61938 | (217) 234-6401 |
| MATTOON | IL | 61938 | (217) 234-6401 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/14/2010

09/20/2010

09/08/2010

09/18/2010

08/31/2010

09/18/2010

09/01/2010

09/17/2010

09/01/2010

09/17/2010

08/12/2010

09/17/2010

08/12/2010

09/17/2010

08/12/2010

09/17/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| Make sure that the nursing home area is safe, easy to use, clean and comfortable. | Pattern | Potential for minimal harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--|------------------------------|
| 145503 | DOUGLAS REHABILITATION & CARE CENTER | 3516 POWELL LANE |
| 145630 | FOREST VILLA NSG & REHAB, LLC | 6840 WEST TOUHY AVENUE |
| 145722 | UNITED METHODIST VILLAGE, NORTH CAMPUS | 2101 JAMES STREET |
| 145722 | UNITED METHODIST VILLAGE, NORTH CAMPUS | 2101 JAMES STREET |
| 145818 | ASTA CARE CENTER OF ROCKFORD | 707 WEST RIVERSIDE BOULEVARD |
| 145818 | ASTA CARE CENTER OF ROCKFORD | 707 WEST RIVERSIDE BOULEVARD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---------------|----|-------|----------------|
| MATTOON | IL | 61938 | (217) 234-6401 |
| NILES | IL | 60714 | (847) 647-6400 |
| LAWRENCEVILLE | IL | 62439 | (618) 943-3444 |
| LAWRENCEVILLE | IL | 62439 | (618) 943-3444 |
| ROCKFORD | IL | 61103 | (815) 877-5752 |
| ROCKFORD | IL | 61103 | (815) 877-5752 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/17/2010

09/17/2010

09/01/2010

09/17/2010

08/25/2010

09/17/2010

08/25/2010

09/17/2010

08/26/2010

09/17/2010

08/26/2010

09/17/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Nutrition and Dietary Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| Hire enough skilled workers to carry out dietary service. | Widespread | Minimal harm or potential for actual harm |
| Make sure that each resident's nutritional needs were met. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Keep accurate and appropriate medical records. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Pattern | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of | Pattern | Immediate jeopardy to resident health or safety |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145818 | ASTA CARE CENTER OF ROCKFORD | 707 WEST RIVERSIDE BOULEVARD |
| 145818 | ASTA CARE CENTER OF ROCKFORD | 707 WEST RIVERSIDE BOULEVARD |
| 145818 | ASTA CARE CENTER OF ROCKFORD | 707 WEST RIVERSIDE BOULEVARD |
| 145006 | AURORA REHAB & LIVING CENTER | 1601 NORTH FARNSWORTH AVENUE |
| 145376 | OAKVIEW HTS CONT C & REHAB CTR | R R 4 1320 WEST 9TH STREET |
| 145646 | ROSEWOOD CARE CENTER OF EAST PEORIA | 900 CENTENNIAL DRIVE |
| 145761 | LAKWOOD NRSG & REHAB CENTER | 14718 S EASTERN AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

ROCKFORD IL 61103 (815) 877-5752

ROCKFORD IL 61103 (815) 877-5752

ROCKFORD IL 61103 (815) 877-5752

AURORA IL 60505 (630) 898-1180

MOUNT CARMEL IL 62863 (618) 263-4337

EAST PEORIA IL 61611 (309) 699-5400

PLAINFIELD IL 60544 (815) 436-3400

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

08/26/2010

09/17/2010

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09/15/2010

08/26/2010

09/15/2010

09/08/2010

09/15/2010

08/27/2010

09/15/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

abuse, neglect or mistreatment of residents.

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|---|---------|---|
| Protect each resident from all abuse, physical punishment, and being separated from others. | Pattern | Immediate jeopardy to resident health or safety |
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| Protect residents from mistreatment, neglect, and/or theft of personal property. | Pattern | Immediate jeopardy to resident health or safety |
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|---|---------|---|
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Pattern | Immediate jeopardy to resident health or safety |
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|---|----------|---|
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
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| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
|---|----------|-------------|

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| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
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| Provide services to meet the needs and preferences of each | Pattern | Minimal harm or potential for actual harm |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145884 | CANTERBURY MANOR NURSING CTR | 718 NORTH MARKET STREET |
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| 145884 | CANTERBURY MANOR NURSING CTR | 718 NORTH MARKET STREET |
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| 145884 | CANTERBURY MANOR NURSING CTR | 718 NORTH MARKET STREET |
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| 145405 | WESTMONT NURSING AND REHAB CENTER | 6501 SOUTH CASS |
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| 145405 | WESTMONT NURSING AND REHAB CENTER | 6501 SOUTH CASS |
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| 145405 | WESTMONT NURSING AND REHAB CENTER | 6501 SOUTH CASS |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| WATERLOO | IL | 62298 | (618) 939-8565 |
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| WATERLOO | IL | 62298 | (618) 939-8565 |
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| WATERLOO | IL | 62298 | (618) 939-8565 |
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| WESTMONT | IL | 60559 | (630) 960-2026 |
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| WESTMONT | IL | 60559 | (630) 960-2026 |
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| WESTMONT | IL | 60559 | (630) 960-2026 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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09/14/2010

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08/19/2010

09/13/2010

08/19/2010

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09/13/2010

08/19/2010

09/13/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

resident.

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| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary. | Isolated | Actual harm |
|--|----------|-------------|

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| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
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| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
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| Give professional services that meet a professional standard of quality. | Pattern | Minimal harm or potential for actual harm |
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| Develop a plan with the resident and family for the resident's care after leaving the nursing home. | Pattern | Minimal harm or potential for actual harm |
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| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
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| Be administered in a way that | Pattern | Minimal harm or potential for actual |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

145405 WESTMONT NURSING AND REHAB CENTER 6501 SOUTH CASS

145405 WESTMONT NURSING AND REHAB CENTER 6501 SOUTH CASS

145719 MAPLE RIDGE CARE CENTRE 2202 NORTH
KICKAPOO STREET

145719 MAPLE RIDGE CARE CENTRE 2202 NORTH
KICKAPOO STREET

145841 PARKWAY MANOR 3116 WILLIAMSON
COUNTY PARKWAY

145858 ELMWOOD NURSING & REHAB CENTER 152 WILMA DRIVE

145864 PRESIDENTIAL PAVILION 8001 SOUTH
WESTERN AVENUE

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| WESTMONT | IL | 60559 | (630) 960-2026 |
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| WESTMONT | IL | 60559 | (630) 960-2026 |
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| LINCOLN | IL | 62656 | (217) 735-1538 |
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| LINCOLN | IL | 62656 | (217) 735-1538 |
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| MARION | IL | 62959 | (618) 993-8600 |
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| MARYVILLE | IL | 62062 | (618) 344-7750 |
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| CHICAGO | IL | 60620 | (773) 436-6600 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

08/19/2010

09/13/2010

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08/25/2010

09/13/2010

08/25/2010

09/13/2010

09/13/2010

09/13/2010

08/26/2010

09/13/2010

09/03/2010

09/12/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| leads to the highest possible level of well being for each resident. | | harm |
| Protect the resident from a transfer or discharge that is not wanted or needed. | Pattern | Minimal harm or potential for actual harm |
| Help and prepare each resident for a safe and easy discharge and transfer from the nursing home. | Pattern | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is safe, easy to use, clean and comfortable. | Pattern | Potential for minimal harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Provide social services for related medical problems to help each | Widespread | Potential for minimal harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145864 | PRESIDENTIAL PAVILION | 8001 SOUTH WESTERN AVENUE |
| 145016 | HERITAGE MANOR-BLOOMINGTON | 700 EAST WALNUT |
| 145016 | HERITAGE MANOR-BLOOMINGTON | 700 EAST WALNUT |
| 145290 | CALVIN JOHNSON CARE CENTER | 727 NORTH 17TH STREET |
| 145290 | CALVIN JOHNSON CARE CENTER | 727 NORTH 17TH STREET |
| 145519 | WHITE HALL NURSING & REHAB CENTER | 620 WEST BRIDGEPORT |
| 145519 | WHITE HALL NURSING & REHAB CENTER | 620 WEST BRIDGEPORT |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| CHICAGO | IL | 60620 | (773) 436-6600 |
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| BLOOMINGTON | IL | 61701 | (309) 827-8004 |
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| BLOOMINGTON | IL | 61701 | (309) 827-8004 |
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| BELLEVILLE | IL | 62226 | (618) 234-3323 |
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| BELLEVILLE | IL | 62226 | (618) 234-3323 |
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| WHITE HALL | IL | 62092 | (217) 374-2144 |
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| WHITE HALL | IL | 62092 | (217) 374-2144 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/03/2010

09/12/2010

08/27/2010

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09/10/2010

08/30/2010

09/10/2010

08/30/2010

09/10/2010

08/18/2010

09/10/2010

08/18/2010

09/10/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

resident achieve the highest possible quality of life.

Provide needed housekeeping and maintenance.

Pattern

Potential for minimal harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Isolated

Minimal harm or potential for actual harm

Keep all essential equipment working safely.

Pattern

Potential for minimal harm

Keep safe, clean and homelike surroundings.

Pattern

Potential for minimal harm

Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.

Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145646 | ROSEWOOD CARE CENTER OF EAST PEORIA | 900 CENTENNIAL DRIVE |
| 145753 | DANVILLE CARE CENTER | 1701 NORTH BOWMAN |
| 145753 | DANVILLE CARE CENTER | 1701 NORTH BOWMAN |
| 145753 | DANVILLE CARE CENTER | 1701 NORTH BOWMAN |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| EAST PEORIA | IL | 61611 | (309) 699-5400 |
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| DANVILLE | IL | 61832 | (217) 443-2955 |
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| DANVILLE | IL | 61832 | (217) 443-2955 |
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| DANVILLE | IL | 61832 | (217) 443-2955 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/08/2010

09/10/2010

09/07/2010

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09/10/2010

09/07/2010

09/10/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.

Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145856 | ALL FAITH PAVILION | 3500 SOUTH GILES AVENUE |
| 145753 | DANVILLE CARE CENTER | 1701 NORTH BOWMAN |
| 145880 | HILLVIEW HEALTH CARE CENTER | 512 NORTH 11TH STREET |
| 145246 | MANORCARE OF HINSDALE | 600 WEST OGDEN AVENUE |
| 145879 | TRI-STATE NURSING & REHAB CTR | 2500 EAST 175TH STREET |
| 145811 | BELLA VISTA CARE CENTER | 1629 GARDNER LANE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---------|----|-------|----------------|
| CHICAGO | IL | 60653 | (312) 326-2000 |
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| DANVILLE | IL | 61832 | (217) 443-2955 |
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| VIENNA | IL | 62995 | (618) 658-2951 |
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| HINSDALE | IL | 60521 | (630) 325-9630 |
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| LANSING | IL | 60438 | (708) 474-7330 |
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| PEORIA HEIGHTS | IL | 61614 | (309) 685-1545 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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09/09/2010

08/05/2010

09/07/2010

08/17/2010

09/07/2010

08/18/2010

09/06/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| Make sure that each resident's nutritional needs were met. | Isolated | Minimal harm or potential for actual harm |
| Have a program to keep infection from spreading. | Pattern | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Make sure that each residents' abilities to take care of themselves does not lessen, unless a change cannot be avoided. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145290 | CALVIN JOHNSON CARE CENTER | 727 NORTH 17TH STREET |
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| 145290 | CALVIN JOHNSON CARE CENTER | 727 NORTH 17TH STREET |
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| 145290 | CALVIN JOHNSON CARE CENTER | 727 NORTH 17TH STREET |
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| 145290 | CALVIN JOHNSON CARE CENTER | 727 NORTH 17TH STREET |
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| 145290 | CALVIN JOHNSON CARE CENTER | 727 NORTH 17TH STREET |
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| 145486 | SPRING VALLEY NURSING | 1300 NORTH |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

BELLEVILLE IL 62226 (618) 234-3323

SPRING VALLEY IL 61362 (815) 664-4708

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

08/05/2010

09/04/2010

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08/05/2010

09/04/2010

08/05/2010

09/04/2010

08/05/2010

09/04/2010

08/17/2010

09/03/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

accidents.

1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.

Isolated
Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Pattern

Minimal harm or potential for actual harm

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.

Isolated

Actual harm

Have a program to keep infection from spreading.

Pattern

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Pattern

Minimal harm or potential for actual harm

1) Develop a complete care plan

Isolated

Minimal harm or potential for actual

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

GREENWOOD
STREET

145757 CARBONDALE REHAB & NURSING CENTER 120 NORTH TOWER
ROAD

145834 COLUMBUS PARK N & REHAB CENTER 901 SOUTH AUSTIN

145834 COLUMBUS PARK N & REHAB CENTER 901 SOUTH AUSTIN

145891 ROSEWOOD CARE CENTER OF ROCKFORD 1660 SOUTH
MULFORD

145497 THREE SPRINGS LODGE NURSING H 161 THREE SPRINGS
ROAD

145891 ROSEWOOD CARE CENTER OF ROCKFORD 1660 SOUTH
MULFORD

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| CARBONDALE | IL | 62901 | (618) 549-3355 |
| CHICAGO | IL | 60644 | (773) 287-5959 |
| CHICAGO | IL | 60644 | (773) 287-5959 |
| ROCKFORD | IL | 61108 | (815) 397-8700 |
| CHESTER | IL | 62233 | (618) 826-3210 |
| ROCKFORD | IL | 61108 | (815) 397-8700 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/01/2010

09/03/2010

08/06/2010

09/03/2010

08/06/2010

09/03/2010

09/02/2010

09/03/2010

08/30/2010

09/02/2010

09/02/2010

09/02/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| [Redacted] | |
| Health | Administration Deficiencies |
| Health | Environmental Deficiencies |
| Health | Resident Rights Deficiencies |
| Health | Administration Deficiencies |
| Health | Resident Rights Deficiencies |
| Health | Quality Care Deficiencies |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan. | | harm |
| Give lab tests only when the attending doctor ordered them. | Pattern | Minimal harm or potential for actual harm |
| Provide clean bed and bath linens that are in good condition. | Widespread | Potential for minimal harm |
| Provide care in a way that keeps or builds each resident's dignity and self respect. | Pattern | Minimal harm or potential for actual harm |
| Keep accurate and appropriate medical records. | Isolated | Minimal harm or potential for actual harm |
| Provide services to meet the needs and preferences of each resident. | Pattern | Minimal harm or potential for actual harm |
| Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145891 | ROSEWOOD CARE CENTER OF ROCKFORD | 1660 SOUTH MULFORD |
| 145891 | ROSEWOOD CARE CENTER OF ROCKFORD | 1660 SOUTH MULFORD |
| 145926 | VERMILION MANOR NURSING HOME | 14792 CATLIN TILTON ROAD |
| 146026 | LEWIS MEMORIAL CHRISTIAN VLG | 3400 WEST WASHINGTON |
| 145235 | LAKEFRONT NSG & REHAB CTR | 7618 NORTH SHERIDAN ROAD |
| 145235 | LAKEFRONT NSG & REHAB CTR | 7618 NORTH SHERIDAN ROAD |
| 145364 | CHAMPAIGN COUNTY NURSING HOME | 500 SOUTH ART |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| ROCKFORD | IL | 61108 | (815) 397-8700 |
| ROCKFORD | IL | 61108 | (815) 397-8700 |
| DANVILLE | IL | 61834 | (217) 443-6430 |
| SPRINGFIELD | IL | 62702 | (217) 787-9600 |
| CHICAGO | IL | 60626 | (773) 743-7711 |
| CHICAGO | IL | 60626 | (773) 743-7711 |
| URBANA | IL | 61802 | (217) 384-3784 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/02/2010

09/02/2010

09/02/2010

09/02/2010

07/12/2010

09/02/2010

09/02/2010

09/02/2010

08/03/2010

09/01/2010

08/03/2010

09/01/2010

09/01/2010

09/01/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health Pharmacy Service Deficiencies

Health Quality Care Deficiencies

Health Environmental Deficiencies

Health Pharmacy Service Deficiencies

Health Mistreatment Deficiencies

Health Mistreatment Deficiencies

Health Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| skills, if possible. | | |
| Make sure that residents are safe from serious medication errors. | Isolated | Immediate jeopardy to resident health or safety |
| Give professional services that meet a professional standard of quality. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Pattern | Minimal harm or potential for actual harm |
| Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
| Have a program to keep infection | Pattern | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|--------------------------------|-----------------------------------|
| 145834 | COLUMBUS PARK N & REHAB CENTER | BARTELL DRIVE 901 SOUTH AUSTIN |
| 145431 | MAPLE LAWN HEALTH CENTER | 700 NORTH MAIN STREET |
| 145623 | WALNUT GROVE VILLAGE | 1095 TWILIGHT DRIVE |
| 145908 | AMBERWOOD CARE CENTER | 2313 NORTH ROCKTON AVENUE |
| 145727 | POLO REHAB & HCC | 703 EAST BUFFALO |
| 145727 | POLO REHAB & HCC | 703 EAST BUFFALO |
| 145727 | POLO REHAB & HCC | 703 EAST BUFFALO |
| 145942 | OAK LAWN RESPIRATORY & REHAB | 9525 SOUTH MAYFIELD |
| 145942 | OAK LAWN RESPIRATORY & REHAB | 9525 SOUTH MAYFIELD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

CHICAGO IL 60644 (773) 287-5959

EUREKA IL 61530 (309) 467-2337

MORRIS IL 60450 (815) 942-5108

ROCKFORD IL 61103 (815) 964-2200

POLO IL 61064 (815) 946-2203

POLO IL 61064 (815) 946-2203

POLO IL 61064 (815) 946-2203

OAK LAWN IL 60453 (708) 636-7000

OAK LAWN IL 60453 (708) 636-7000

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

08/06/2010

09/01/2010

08/31/2010

08/31/2010

09/08/2010

08/31/2010

08/13/2010

08/31/2010

07/16/2010

08/30/2010

07/16/2010

08/30/2010

07/16/2010

08/30/2010

08/11/2010

08/30/2010

08/11/2010

08/30/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| from spreading. | | harm |
| Give special rehabilitation by skilled workers, when ordered by a doctor. | Isolated | Minimal harm or potential for actual harm |
| Keep all essential equipment working safely. | Pattern | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Provide needed housekeeping and maintenance. | Pattern | Minimal harm or potential for actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Pattern | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Provide care in a way that keeps or builds each resident's dignity and self respect. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Provide services to meet the needs and preferences of each | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

MAYFIELD

145160

CAPITOL CARE CENTER

555 WEST
CARPENTER

145033

TERRACE NH, THE

1615 SUNSET AVENUE

145180

RIVIERA CARE CENTER

490 WEST 16TH
PLACE

145611

ST JAMES MANOR & VILLA

1521 EAST RICHTON
ROAD

145611

ST JAMES MANOR & VILLA

1521 EAST RICHTON
ROAD

145735

BURNHAM HEALTHCARE

14500 SOUTH
MANISTEE

145735

BURNHAM HEALTHCARE

14500 SOUTH
MANISTEE

145926

VERMILION MANOR NURSING HOME

14792 CATLIN TILTON
ROAD

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------------------|----|-------|----------------|
| SPRINGFIELD | IL | 62702 | (217) 525-1880 |
| WAUKEGAN | IL | 60087 | (847) 244-6700 |
| CHICAGO HEIGHTS | IL | 60411 | (708) 481-4444 |
| CRETE | IL | 60417 | (708) 367-4401 |
| CRETE | IL | 60417 | (708) 367-4401 |
| BURNHAM | IL | 60633 | (708) 862-1260 |
| BURNHAM | IL | 60633 | (708) 862-1260 |
| DANVILLE | IL | 61834 | (217) 443-6430 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

08/11/2010

08/27/2010

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08/26/2010

08/03/2010

08/25/2010

08/18/2010

08/25/2010

08/18/2010

08/25/2010

08/25/2010

08/25/2010

08/25/2010

08/25/2010

08/05/2010

08/25/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| needs and preferences of each resident. | | harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
| Give or get dental care for each resident. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Protect residents from mistreatment, neglect, and/or theft of personal property. | Isolated | Actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give professional services that follow each resident's written care plan. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|-------------------------------|--------------------------|
| 145926 | VERMILION MANOR NURSING HOME | 14792 CATLIN TILTON ROAD |
| 145278 | STERLING PAVILION | 105 EAST 23RD STREET |
| 146076 | MANOR COURT OF CLINTON | 1 PARK LANE WEST |
| 145259 | ALDEN PARK STRATHMOOR | 5668 STRATHMOOR DRIVE |
| 145608 | MANORCARE OF SOUTH HOLLAND | 2145 EAST 170TH STREET |
| 145608 | MANORCARE OF SOUTH HOLLAND | 2145 EAST 170TH STREET |
| 145219 | BURGESS SQUARE HEALTHCARE CTR | 5801 SOUTH CASS AVENUE |
| 145645 | FOREST HILL HEALTH AND REHAB | 4747 11TH STREET |
| 145645 | FOREST HILL HEALTH AND REHAB | 4747 11TH STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---------------|----|-------|----------------|
| DANVILLE | IL | 61834 | (217) 443-6430 |
| STERLING | IL | 61081 | (815) 626-4264 |
| CLINTON | IL | 61727 | (217) 935-8500 |
| ROCKFORD | IL | 61107 | (815) 229-5200 |
| SOUTH HOLLAND | IL | 60473 | (708) 895-3255 |
| SOUTH HOLLAND | IL | 60473 | (708) 895-3255 |
| WESTMONT | IL | 60559 | (630) 971-2645 |
| EAST MOLINE | IL | 61244 | (309) 796-0922 |
| EAST MOLINE | IL | 61244 | (309) 796-0922 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

08/05/2010

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08/12/2010

08/24/2010

08/23/2010

08/23/2010

07/23/2010

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08/23/2010

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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Resident Assessment Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Pharmacy Service Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Pharmacy Service Deficiencies |
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| Health | Resident Assessment Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Resident Rights Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| plan. | | |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that residents are safe from serious medication errors. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that residents are safe from serious medication errors. | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give or get special rehabilitation if in the patient's plan of care. | Isolated | Minimal harm or potential for actual harm |
| Tell the resident completely about his or her health status. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145734 | EVERGREEN HEALTH CARE CENTER | 10124 SOUTH KEDZIE |
| 145734 | EVERGREEN HEALTH CARE CENTER | 10124 SOUTH KEDZIE |
| 145734 | EVERGREEN HEALTH CARE CENTER | 10124 SOUTH KEDZIE |
| 145734 | EVERGREEN HEALTH CARE CENTER | 10124 SOUTH KEDZIE |
| 1.40E+108 | KANKAKEE TERRACE | 100 BELLE AIRE |
| 145273 | JACKSONVILLE CNV CENTER | 1517 WEST WALNUT STREET |
| 145813 | METROPOLIS NURSING & REHAB CENTER | 2299 METROPOLIS STREET |
| 145813 | METROPOLIS NURSING & REHAB CENTER | 2299 METROPOLIS STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| EVERGREEN PARK | IL | 60805 | (708) 907-7000 |
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| EVERGREEN PARK | IL | 60805 | (708) 907-7000 |
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| EVERGREEN PARK | IL | 60805 | (708) 907-7000 |
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| EVERGREEN PARK | IL | 60805 | (708) 907-7000 |
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| BOURBONNAIS | IL | 60914 | (815) 939-0910 |
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| JACKSONVILLE | IL | 62650 | (217) 243-6451 |
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| METROPOLIS | IL | 62960 | (618) 524-2634 |
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| METROPOLIS | IL | 62960 | (618) 524-2634 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

08/20/2010

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08/20/2010

08/20/2010

07/06/2010

08/20/2010

08/02/2010

08/19/2010

08/03/2010

08/19/2010

08/03/2010

08/19/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| his or her health status. | | harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Immediate jeopardy to resident health or safety |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Be administered in a way that leads to the highest possible level of well being for each resident. | Isolated | Immediate jeopardy to resident health or safety |
| Provide activities to meet the needs of each resident. | Pattern | Minimal harm or potential for actual harm |
| Give or get special rehabilitation if in the patient's plan of care. | Isolated | Actual harm |
| Keep accurate and appropriate medical records. | Isolated | Minimal harm or potential for actual harm |
| Protect each resident from all abuse, physical punishment, and being separated from others. | Isolated | Immediate jeopardy to resident health or safety |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Immediate jeopardy to resident health or safety |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|-----------------------------------|---------------------------|
| 145813 | METROPOLIS NURSING & REHAB CENTER | 2299 METROPOLIS STREET |
| 145813 | METROPOLIS NURSING & REHAB CENTER | 2299 METROPOLIS STREET |
| 145908 | AMBERWOOD CARE CENTER | 2313 NORTH ROCKTON AVENUE |
| 145908 | AMBERWOOD CARE CENTER | 2313 NORTH ROCKTON AVENUE |
| 145908 | AMBERWOOD CARE CENTER | 2313 NORTH ROCKTON AVENUE |
| 145908 | AMBERWOOD CARE CENTER | 2313 NORTH ROCKTON AVENUE |
| 145908 | AMBERWOOD CARE CENTER | 2313 NORTH ROCKTON AVENUE |
| 145908 | AMBERWOOD CARE CENTER | 2313 NORTH ROCKTON AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| METROPOLIS | IL | 62960 | (618) 524-2634 |
| METROPOLIS | IL | 62960 | (618) 524-2634 |
| ROCKFORD | IL | 61103 | (815) 964-2200 |
| ROCKFORD | IL | 61103 | (815) 964-2200 |
| ROCKFORD | IL | 61103 | (815) 964-2200 |
| ROCKFORD | IL | 61103 | (815) 964-2200 |
| ROCKFORD | IL | 61103 | (815) 964-2200 |
| ROCKFORD | IL | 61103 | (815) 964-2200 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

08/03/2010

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07/28/2010

08/19/2010

07/28/2010

08/19/2010

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07/28/2010

08/19/2010

08/13/2010

08/19/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| residents. | | |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Widespread | Immediate jeopardy to resident health or safety |
| Be administered in a way that leads to the highest possible level of well being for each resident. | Widespread | Immediate jeopardy to resident health or safety |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |
| Properly mark drugs and other similar products. | Pattern | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Keep safe, clean and homelike surroundings. | Widespread | Potential for minimal harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|-----------------------------------|-----------------------|
| 145237 | REGENCY REHABILITATION CENTER | 6631 MILWAUKEE AVENUE |
| 145581 | CAHOKIA NURSING & REHAB CENTER | 2 ANNABLE COURT |
| 145581 | CAHOKIA NURSING & REHAB CENTER | 2 ANNABLE COURT |
| 145961 | BEL-WOOD NURSING HOME | 6701 WEST PLANK ROAD |
| 145914 | SOUTHPOINT NURSING & REHAB CENTER | 1010 WEST 95TH STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| NILES | IL | 60714 | (847) 647-7444 |
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| CAHOKIA | IL | 62206 | (618) 332-0114 |
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| CAHOKIA | IL | 62206 | (618) 332-0114 |
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| PEORIA | IL | 61604 | (309) 697-4541 |
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| CHICAGO | IL | 60643 | (773) 298-1177 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

08/05/2010

08/18/2010

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08/18/2010

08/06/2010

08/18/2010

08/06/2010

08/18/2010

08/17/2010

08/17/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| needs, with timetables and actions that can be measured. | | |
| Make sure that the nursing home area is free of dangers that cause accidents. | Pattern | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Make sure that each resident's nutritional needs were met. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|-----------------------------------|---------------------------|
| 145914 | SOUTHPOINT NURSING & REHAB CENTER | 1010 WEST 95TH STREET |
| 145914 | SOUTHPOINT NURSING & REHAB CENTER | 1010 WEST 95TH STREET |
| 145914 | SOUTHPOINT NURSING & REHAB CENTER | 1010 WEST 95TH STREET |
| 145914 | SOUTHPOINT NURSING & REHAB CENTER | 1010 WEST 95TH STREET |
| 145316 | EMBASSY HEALTH CARE CENTER | 555 WEST KAHLER |
| 145371 | ASTA CARE CENTER OF BLOOMINGTN | 1509 NORTH CALHOUN STREET |
| 145806 | WARREN PARK HEALTH & LIVING CTR | 6700 NORTH DAMEN AVENUE |
| 145806 | WARREN PARK HEALTH & LIVING CTR | 6700 NORTH DAMEN AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-------------|----|-------|----------------|
| CHICAGO | IL | 60643 | (773) 298-1177 |
| CHICAGO | IL | 60643 | (773) 298-1177 |
| CHICAGO | IL | 60643 | (773) 298-1177 |
| CHICAGO | IL | 60643 | (773) 298-1177 |
| WILMINGTON | IL | 60481 | (815) 476-2200 |
| BLOOMINGTON | IL | 61701 | (309) 827-6046 |
| CHICAGO | IL | 60645 | (773) 465-5000 |
| CHICAGO | IL | 60645 | (773) 465-5000 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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07/15/2010

08/16/2010

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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Quality Care Deficiencies |
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| Health | Resident Assessment Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Resident Rights Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Environmental Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Give special rehabilitation by skilled workers, when ordered by a doctor. | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |
| Let the resident refuse treatment or refuse to take part in an experiment. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Provide social services for related medical problems to help each resident achieve the highest possible quality of life. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause | Isolated | Immediate jeopardy to resident health or safety |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145488 | SNYDERS-VAUGHN HAVEN | 135 SOUTH MORGAN STREET |
| 145488 | SNYDERS-VAUGHN HAVEN | 135 SOUTH MORGAN STREET |
| 145838 | PETERSON PARK HEALTH CARE CTR | 6141 NORTH PULASKI ROAD |
| 145241 | HELIA SOUTHBELT HEALTHCARE | 101 SOUTH BELT WEST |
| 145241 | HELIA SOUTHBELT HEALTHCARE | 101 SOUTH BELT WEST |
| 145241 | HELIA SOUTHBELT HEALTHCARE | 101 SOUTH BELT WEST |
| 145241 | HELIA SOUTHBELT HEALTHCARE | 101 SOUTH BELT WEST |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| RUSHVILLE | IL | 62681 | (217) 322-3201 |
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| RUSHVILLE | IL | 62681 | (217) 322-3201 |
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| CHICAGO | IL | 60646 | (773) 478-2000 |
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| BELLEVILLE | IL | 62220 | (618) 277-7700 |
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| BELLEVILLE | IL | 62220 | (618) 277-7700 |
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| BELLEVILLE | IL | 62220 | (618) 277-7700 |
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| BELLEVILLE | IL | 62220 | (618) 277-7700 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

07/16/2010

08/15/2010

07/16/2010

08/15/2010

07/23/2010

08/15/2010

05/21/2010

08/13/2010

05/21/2010

08/13/2010

05/21/2010

08/13/2010

05/21/2010

08/13/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Pharmacy Service Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

accidents.

| | | |
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| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
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| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
|---|----------|-------------|

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| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
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| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
|---|----------|-------------|

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| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary. | Isolated | Minimal harm or potential for actual harm |
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| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
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| 1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause | Isolated | Minimal harm or potential for actual harm |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

145343 AMBASSADOR NURSING & REHAB CENTER 4900 NORTH
BERNARD

145343 AMBASSADOR NURSING & REHAB CENTER 4900 NORTH
BERNARD

145343 AMBASSADOR NURSING & REHAB CENTER 4900 NORTH
BERNARD

145639 CHICAGO RIDGE NURSING CENTER 10602 SOUTHWEST
HIGHWAY

145686 MORTON TERRACE CARE CENTER 191 EAST
QUEENWOOD ROAD

145686 MORTON TERRACE CARE CENTER 191 EAST
QUEENWOOD ROAD

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

CHICAGO IL 60625 (773) 583-7130

CHICAGO IL 60625 (773) 583-7130

CHICAGO IL 60625 (773) 583-7130

CHICAGO RIDGE IL 60415 (708) 448-1540

MORTON IL 61550 (309) 266-5331

MORTON IL 61550 (309) 266-5331

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

07/01/2010

08/13/2010

07/01/2010

08/13/2010

07/07/2010

08/13/2010

07/16/2010

08/13/2010

07/20/2010

08/13/2010

07/20/2010

08/13/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

unwanted effects.

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Pattern

Immediate jeopardy to resident health or safety

Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.

Isolated

Minimal harm or potential for actual harm

Offer other nutritional food to each resident who will not eat the food served.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.

Isolated

Minimal harm or potential for actual harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145686 | MORTON TERRACE CARE CENTER | 191 EAST QUEENWOOD ROAD |
| 145850 | CEDAR POINTE REHAB & NURSING | 5825 WEST CERMAK ROAD |
| 145850 | CEDAR POINTE REHAB & NURSING | 5825 WEST CERMAK ROAD |
| 145856 | ALL FAITH PAVILION | 3500 SOUTH GILES AVENUE |
| 145856 | ALL FAITH PAVILION | 3500 SOUTH GILES AVENUE |
| 145384 | EDEN VILLAGE CARE CENTER | 400 SOUTH STATION ROAD |
| 145384 | EDEN VILLAGE CARE CENTER | 400 SOUTH STATION ROAD |
| 145500 | HILLSBORO REHAB & HCC | 1300 EAST TREMONT |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| MORTON | IL | 61550 | (309) 266-5331 |
| CICERO | IL | 60804 | (708) 656-9120 |
| CICERO | IL | 60804 | (708) 656-9120 |
| CHICAGO | IL | 60653 | (312) 326-2000 |
| CHICAGO | IL | 60653 | (312) 326-2000 |
| GLEN CARBON | IL | 62034 | (618) 288-5014 |
| GLEN CARBON | IL | 62034 | (618) 288-5014 |
| HILLSBORO | IL | 62049 | (217) 532-6191 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

07/20/2010

08/13/2010

07/07/2010

08/13/2010

07/07/2010

08/13/2010

07/07/2010

08/13/2010

07/07/2010

08/12/2010

07/23/2010

08/11/2010

07/23/2010

08/11/2010

07/29/2010

08/11/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| investigate any acts or reports of abuse, neglect or mistreatment of residents. | | |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
| Let each resident choose whether to manage his or her own money or deposit it with the nursing home. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Pattern | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Provide needed housekeeping and maintenance. | Pattern | Potential for minimal harm |
| 1) Develop a complete care plan | Pattern | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145500 | HILLSBORO REHAB & HCC | 1300 EAST TREMONT STREET |
| 145500 | HILLSBORO REHAB & HCC | 1300 EAST TREMONT STREET |
| 145500 | HILLSBORO REHAB & HCC | 1300 EAST TREMONT STREET |
| 145646 | ROSEWOOD CARE CENTER OF EAST PEORIA | 900 CENTENNIAL DRIVE |
| 14E506 | RAINBOW BEACH CARE CENTER | 7325 SOUTH EXCHANGE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| HILLSBORO | IL | 62049 | (217) 532-6191 |
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| HILLSBORO | IL | 62049 | (217) 532-6191 |
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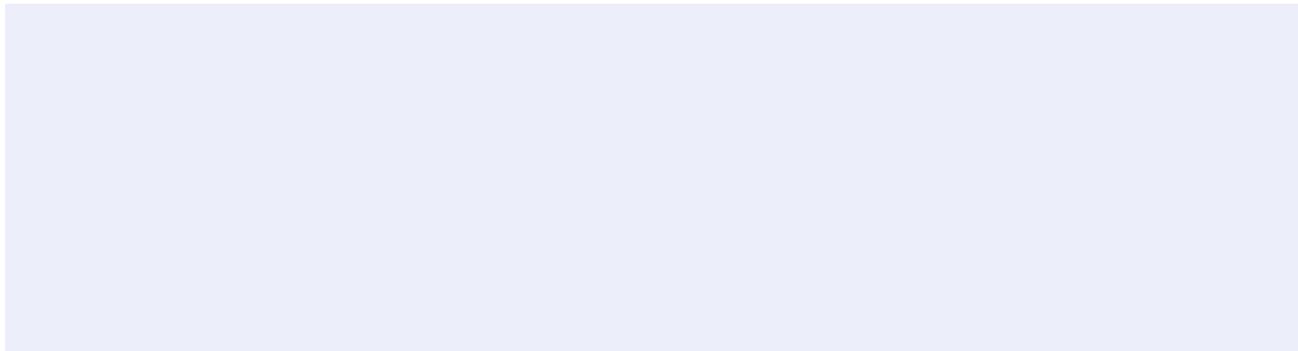
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| HILLSBORO | IL | 62049 | (217) 532-6191 |
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| EAST PEORIA | IL | 61611 | (309) 699-5400 |
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| CHICAGO | IL | 60649 | (773) 731-7300 |
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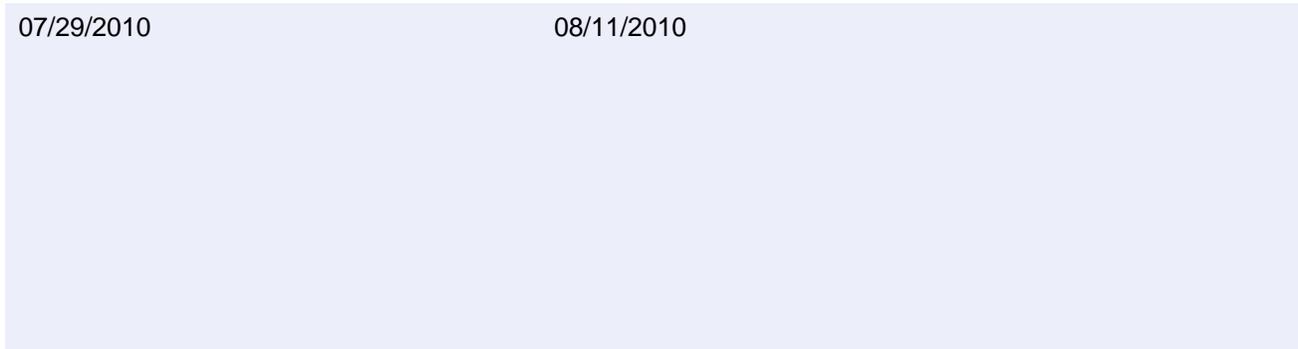
Sage R&D

Based on Nursing Home Compare - Complaint Deficiency



07/29/2010

08/11/2010



07/29/2010

08/11/2010

07/23/2010

08/11/2010



06/24/2010

08/11/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan. | Pattern | Minimal harm or potential for actual harm |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary. | Isolated | Minimal harm or potential for actual harm |
| Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible. | Isolated | Minimal harm or potential for actual harm |
| Keep each resident free from physical restraints, unless needed for medical treatment. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Immediate jeopardy to resident health or safety |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145836 | SHELBYVILLE REHAB & HCC | 2116 SOUTH 3RD DACEY DRIVE |
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| 145836 | SHELBYVILLE REHAB & HCC | 2116 SOUTH 3RD DACEY DRIVE |
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| 145836 | SHELBYVILLE REHAB & HCC | 2116 SOUTH 3RD DACEY DRIVE |
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| 146012 | SYCAMORE | 720 SYCAMORE |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| SHELBYVILLE | IL | 62565 | (217) 774-2128 |
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| SHELBYVILLE | IL | 62565 | (217) 774-2128 |
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| SHELBYVILLE | IL | 62565 | (217) 774-2128 |
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| QUINCY | IL | 62301 | (217) 222-1480 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

07/30/2010

08/10/2010

07/30/2010

08/10/2010

07/30/2010

08/10/2010

07/14/2010

08/10/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Isolated

Minimal harm or potential for actual harm

Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible.

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 14A057 | ALL AMERICAN NURSING HOME | 5448 NORTH BROADWAY STREET |
| 145549 | BELHAVEN NURSING & REHAB CENTER | 11401 SOUTH OAKLEY AVENUE |
| 145549 | BELHAVEN NURSING & REHAB CENTER | 11401 SOUTH OAKLEY AVENUE |
| 145668 | LINCOLN HOME, THE | 150 NORTH 27TH STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| CHICAGO | IL | 60640 | (773) 334-2224 |
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| CHICAGO | IL | 60643 | (773) 233-6311 |
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| CHICAGO | IL | 60643 | (773) 233-6311 |
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| BELLEVILLE | IL | 62226 | (618) 235-6600 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

07/06/2010

08/10/2010

07/15/2010

08/09/2010

07/15/2010

08/09/2010

07/02/2010

08/09/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145668 | LINCOLN HOME, THE | 150 NORTH 27TH STREET |
| 145863 | MARION REHAB & NURSING CENTER | 1301 EAST DEYOUNG |
| 146087 | SOUTHVIEW MANOR | 3311 S. MICHIGAN AVE. |
| 145634 | ASTORIA PLACE LIVING & REHAB | 6300 NORTH CALIFORNIA AVENUE |
| 145079 | MENARD CONVALESCENT CENTER | 120 ANTLE STREET |
| 145387 | ST ANTHONY'S NRSG & REHAB CENTER | 767 30TH STREET |
| 145424 | GLENSHIRE NURSING & REHAB CTRE | 22660 SOUTH CICERO AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| BELLEVILLE | IL | 62226 | (618) 235-6600 |
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| MARION | IL | 62959 | (618) 997-1365 |
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| CHICAGO | IL | 60616 | (312) 326-9101 |
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| CHICAGO | IL | 60659 | (773) 973-1900 |
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| PETERSBURG | IL | 62675 | (217) 632-2249 |
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| ROCK ISLAND | IL | 61201 | (309) 788-7631 |
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| RIGHTON PARK | IL | 60471 | (708) 747-6120 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

07/02/2010

08/09/2010

07/21/2010

08/09/2010

08/05/2010

08/09/2010

07/30/2010

08/08/2010

07/20/2010

08/07/2010

07/22/2010

08/06/2010

07/16/2010

08/06/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

be transferred or discharged.

Protect residents from mistreatment, neglect, and/or theft of personal property.

Isolated

Actual harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Isolated

Minimal harm or potential for actual harm

Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.

Isolated

Minimal harm or potential for actual harm

Give professional services that meet a professional standard of quality.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

Give professional services that follow each resident's written care plan.

Isolated

Minimal harm or potential for actual harm

Provide services to meet the needs and preferences of each

Pattern

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145626 | OAKTON PAVILLION | 1660 OAKTON PLACE |
| 145650 | PALOS HILLS HEALTHCARE | 10426 SOUTH ROBERTS |
| 145650 | PALOS HILLS HEALTHCARE | 10426 SOUTH ROBERTS |
| 145681 | PROVIDENCE PALOS HEIGHTS | 13259 SOUTH CENTRAL AVENUE |
| 145681 | PROVIDENCE PALOS HEIGHTS | 13259 SOUTH CENTRAL AVENUE |
| 145681 | PROVIDENCE PALOS HEIGHTS | 13259 SOUTH CENTRAL AVENUE |
| 145681 | PROVIDENCE PALOS HEIGHTS | 13259 SOUTH CENTRAL AVENUE |
| 1.40E+206 | ALBANY CARE | 901 MAPLE AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

DES PLAINES IL 60018 (847) 299-5588

PALOS HILLS IL 60465 (708) 598-3460

PALOS HILLS IL 60465 (708) 598-3460

PALOS HEIGHTS IL 60463 (708) 597-1000

EVANSTON IL 60202 (847) 475-4000

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

05/19/2010

08/06/2010

07/23/2010

08/06/2010

07/23/2010

08/06/2010

08/05/2010

08/05/2010

08/05/2010

08/05/2010

08/05/2010

08/05/2010

08/05/2010

08/05/2010

07/23/2010

08/04/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

resident.

Make sure that the nursing home area is free of dangers that cause accidents. Isolated Actual harm

Protect residents from mistreatment, neglect, and/or theft of personal property. Isolated Actual harm

Give professional services that meet a professional standard of quality. Isolated Minimal harm or potential for actual harm

Keep accurate and appropriate medical records. Isolated Minimal harm or potential for actual harm

Protect residents from mistreatment, neglect, and/or theft of personal property. Isolated Actual harm

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. Isolated Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible. Isolated Actual harm

Keep each resident's personal and medical records private and confidential. Isolated Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145376 | OAKVIEW HTS CONT C & REHAB CTR | R R 4 1320 WEST 9TH STREET |
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| 145376 | OAKVIEW HTS CONT C & REHAB CTR | R R 4 1320 WEST 9TH STREET |
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| 145376 | OAKVIEW HTS CONT C & REHAB CTR | R R 4 1320 WEST 9TH STREET |
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| 145834 | COLUMBUS PARK N & REHAB CENTER | 901 SOUTH AUSTIN |
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| 145715 | WHEATON CARE CENTER | 1325 MANCHESTER ROAD |
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| 145715 | WHEATON CARE CENTER | 1325 MANCHESTER ROAD |
|--------|---------------------|----------------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

MOUNT CARMEL IL 62863 (618) 263-4337

MOUNT CARMEL IL 62863 (618) 263-4337

MOUNT CARMEL IL 62863 (618) 263-4337

CHICAGO IL 60644 (773) 287-5959

WHEATON IL 60187 (630) 668-2500

WHEATON IL 60187 (630) 668-2500

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

07/19/2010

08/03/2010

07/19/2010

08/03/2010

07/19/2010

08/03/2010

07/15/2010

08/02/2010

07/20/2010

08/01/2010

07/20/2010

08/01/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|------------|---|
| Give professional services that follow each resident's written care plan. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Keep safe, clean and homelike surroundings. | Widespread | Potential for minimal harm |
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan. | Pattern | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|-----------|----------------------------------|--------------------------|
| 145715 | WHEATON CARE CENTER | 1325 MANCHESTER ROAD |
| 145924 | HELIA HEALTHCARE OF CHAMPAIGN | 1915 SOUTH MATTIS STREET |
| 146041 | EAST MOLINE NURSING & REHAB | 430 SOUTH 30TH AVENUE |
| 145427 | ELDERCARE OF ALTON | 3523 WICKENHAUSER |
| 145753 | DANVILLE CARE CENTER | 1701 NORTH BOWMAN |
| 145753 | DANVILLE CARE CENTER | 1701 NORTH BOWMAN |
| 145832 | RIDGEVIEW REHAB & NURSING CENTER | 6450 NORTH RIDGE AVENUE |
| 1.40E+206 | ALBANY CARE | 901 MAPLE AVENUE |
| 145536 | PROVENA OUR LADY OF VICTORY | 20 BRIARCLIFF LANE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|-------------|----|-------|----------------|
| WHEATON | IL | 60187 | (630) 668-2500 |
| CHAMPAIGN | IL | 61821 | (217) 352-0516 |
| EAST MOLINE | IL | 61244 | (309) 755-3466 |
| ALTON | IL | 62002 | (618) 465-8887 |
| DANVILLE | IL | 61832 | (217) 443-2955 |
| DANVILLE | IL | 61832 | (217) 443-2955 |
| CHICAGO | IL | 60626 | (773) 743-8700 |
| EVANSTON | IL | 60202 | (847) 475-4000 |
| BOURBONNAIS | IL | 60914 | (815) 937-2022 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

07/20/2010

08/01/2010

07/09/2010

08/01/2010

06/17/2010

07/31/2010

06/22/2010

07/30/2010

07/27/2010

07/30/2010

07/27/2010

07/30/2010

07/14/2010

07/30/2010

07/06/2010

07/30/2010

07/08/2010

07/29/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

highest quality of life possible.

| | | |
|---|----------|---|
| Protect the resident from a transfer or discharge that is not wanted or needed. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

| | | |
|--|----------|---|
| Provide enough notice before discharging or transferring a resident. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

| | | |
|---|------------|----------------------------|
| Use a registered nurse at least 8 hours a day, 7 days a week. | Widespread | Potential for minimal harm |
|---|------------|----------------------------|

| | | |
|--|---------|----------------------------|
| Provide needed housekeeping and maintenance. | Pattern | Potential for minimal harm |
|--|---------|----------------------------|

| | | |
|--|----------|---|
| Give the right treatment and services to residents who have mental or social problems adjusting. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

| | | |
|---|----------|---|
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

| | | |
|---|----------|-------------|
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
|---|----------|-------------|

| | | |
|--|----------|---|
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

| | | |
|--|----------|---|
| Give proper treatment to residents with feeding tubes to | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|------------------------|---------------------------|
| 145611 | ST JAMES MANOR & VILLA | 1521 EAST RICHTON ROAD |
|--------|------------------------|---------------------------|

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|--------|------------------------|---------------------------|
| 145611 | ST JAMES MANOR & VILLA | 1521 EAST RICHTON ROAD |
|--------|------------------------|---------------------------|

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|--------|-------------------------------------|-------------------------|
| 145646 | ROSEWOOD CARE CENTER OF EAST PEORIA | 900 CENTENNIAL DRIVE |
|--------|-------------------------------------|-------------------------|

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|--------|-------------------------|-------------------------------|
| 145853 | CENTRAL BAPTIST VILLAGE | 4747 NORTH CANFIELD AVENUE |
|--------|-------------------------|-------------------------------|

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|--------|-------------------------|-------------------------------|
| 145853 | CENTRAL BAPTIST VILLAGE | 4747 NORTH CANFIELD AVENUE |
|--------|-------------------------|-------------------------------|

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|--------|-------------------------|------------|
| 145946 | RENAISSANCE AT HILLSIDE | 4600 NORTH |
|--------|-------------------------|------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

CRETE IL 60417 (708) 367-4401

CRETE IL 60417 (708) 367-4401

EAST PEORIA IL 61611 (309) 699-5400

NORRIDGE IL 60656 (708) 583-8500

NORRIDGE IL 60656 (708) 583-8500

HILLSIDE IL 60162 (708) 544-9933

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

07/15/2010

07/29/2010

07/15/2010

07/29/2010

07/23/2010

07/29/2010

07/12/2010

07/29/2010

07/12/2010

07/29/2010

07/08/2010

07/29/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible.

harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

Provide needed housekeeping and maintenance.

Widespread

Potential for minimal harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home

Isolated

Immediate jeopardy to resident health or

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--|-----------------------------|
| | | FRONTAGE ROAD |
| 145875 | GROVE LINCOLN PARK LIVING & REHAB | 2732 NORTH HAMPDEN COURT |
| 145875 | GROVE LINCOLN PARK LIVING & REHAB | 2732 NORTH HAMPDEN COURT |
| 145875 | GROVE LINCOLN PARK LIVING & REHAB | 2732 NORTH HAMPDEN COURT |
| 145939 | WATERFRONT TERRACE | 7750 SOUTH SHORE DRIVE |
| 145977 | RENAISSANCE AT SOUTH SHORE,THE | 2425 EAST 71ST STREET |
| 145988 | TRANSITIONS NURSING AND REHABILITATION CENTER | 1000 DIXON AVENUE |
| 145289 | HELIA HEALTHCARE OF BELLEVILLE | 40 NORTH 64TH STREET |
| 145828 | AVENUE CARE NURSING & REHAB CTR | 4505 SOUTH DREXEL |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|------------|----|-------|----------------|
| CHICAGO | IL | 60614 | (773) 248-6000 |
| CHICAGO | IL | 60614 | (773) 248-6000 |
| CHICAGO | IL | 60614 | (773) 248-6000 |
| CHICAGO | IL | 60649 | (773) 731-4200 |
| CHICAGO | IL | 60649 | (773) 721-5000 |
| ROCK FALLS | IL | 61071 | (815) 625-8510 |
| BELLEVILLE | IL | 62223 | (618) 397-8400 |
| CHICAGO | IL | 60653 | (773) 285-0550 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

07/15/2010

07/27/2010

07/15/2010

07/27/2010

07/15/2010

07/27/2010

07/15/2010

07/26/2010

07/23/2010

07/26/2010

07/26/2010

07/26/2010

06/30/2010

07/23/2010

06/30/2010

07/23/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| area is free of dangers that cause accidents. | | safety |
| Provide social services for related medical problems to help each resident achieve the highest possible quality of life. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Protect each resident from all abuse, physical punishment, and being separated from others. | Isolated | Actual harm |
| Protect residents from mistreatment, neglect, and/or theft of personal property. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give or get lab tests to meet the needs of residents. | Isolated | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|---------------------------------|----------------------------|
| 145828 | AVENUE CARE NURSING & REHAB CTR | 4505 SOUTH DREXEL |
| 14E845 | WILSON CARE | 4544 NORTH HAZEL STREET |
| 14E845 | WILSON CARE | 4544 NORTH HAZEL STREET |
| 14E845 | WILSON CARE | 4544 NORTH HAZEL STREET |
| 145126 | ALDEN LINCOLN REHAB & H C CTR | 504 WEST WELLINGTON AVENUE |
| 145919 | ROCKFORD NURSING & REHAB CENTER | 1920 NORTH MAIN STREET |
| 145919 | ROCKFORD NURSING & REHAB CENTER | 1920 NORTH MAIN STREET |
| 145919 | ROCKFORD NURSING & REHAB CENTER | 1920 NORTH MAIN STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|----------|----|-------|----------------|
| CHICAGO | IL | 60653 | (773) 285-0550 |
| CHICAGO | IL | 60640 | (773) 561-7241 |
| CHICAGO | IL | 60640 | (773) 561-7241 |
| CHICAGO | IL | 60640 | (773) 561-7241 |
| CHICAGO | IL | 60657 | (773) 281-6200 |
| ROCKFORD | IL | 61103 | (815) 316-1400 |
| ROCKFORD | IL | 61103 | (815) 316-1400 |
| ROCKFORD | IL | 61103 | (815) 316-1400 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

06/30/2010

07/23/2010

07/06/2010

07/23/2010

07/06/2010

07/23/2010

07/06/2010

07/23/2010

07/20/2010

07/22/2010

07/07/2010

07/22/2010

07/07/2010

07/22/2010

07/07/2010

07/22/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Administration Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|------------|---|
| of residents and theft of residents' property. | | |
| Properly mark drugs and other similar products. | Isolated | Minimal harm or potential for actual harm |
| Make sure that each resident's nutritional needs were met. | Isolated | Minimal harm or potential for actual harm |
| Provide a tasty and well-balanced diet that meets the nutritional needs of each resident. | Widespread | Minimal harm or potential for actual harm |
| Hire enough skilled workers to carry out dietary service. | Widespread | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Protect each resident from all abuse, physical punishment, and being separated from others. | Widespread | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Actual harm |
| Be administered in a way that leads to the highest possible level | Widespread | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | STREET |
|--------|--------------------------------|----------------------------|
| 146048 | MEADOW MANOR | 800 MCADAM DR |
| 146064 | LINCOLN MANOR | 2650 NORTH MONROE STREET |
| 145336 | WARREN BARR PAVILION | 66 WEST OAK STREET |
| 145453 | ALDEN TERRACE OF MCHENRY REHAB | 803 ROYAL DRIVE |
| 145740 | ASTA CARE CENTER OF ELGIN | 134 NORTH MCLEAN BOULEVARD |
| 145740 | ASTA CARE CENTER OF ELGIN | 134 NORTH MCLEAN BOULEVARD |
| 145860 | GROVE NORTH LIVING & REHAB CTR | 9000 LA VERGNE AVENUE |
| 145615 | COVENTRY LIVING CENTER | 612 WEST ST MARY'S STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|-------------|----|-------|----------------|
| TAYLORVILLE | IL | 62568 | (217) 824-2277 |
| DECATUR | IL | 62526 | (217) 875-1973 |
| CHICAGO | IL | 60610 | (312) 705-5100 |
| MCHENRY | IL | 60050 | (815) 344-2600 |
| ELGIN | IL | 60121 | (847) 742-8822 |
| ELGIN | IL | 60121 | (847) 742-8822 |
| SKOKIE | IL | 60077 | (847) 679-2322 |
| STERLING | IL | 61081 | (815) 626-9020 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

07/12/2010

07/22/2010

04/08/2010

07/22/2010

07/02/2010

07/21/2010

07/15/2010

07/21/2010

07/01/2010

07/21/2010

07/01/2010

07/21/2010

07/07/2010

07/21/2010

07/20/2010

07/20/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| leads to the highest possible level of well being for each resident. | | harm |
| Make sure that residents are safe from serious medication errors. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Provide services to meet the needs and preferences of each resident. | Pattern | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Honor all of the resident's rights as a resident of the nursing home and as a citizen or resident of the United States. | Isolated | Minimal harm or potential for actual harm |
| Do a new assessment after any major change in a resident's physical or mental health. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|---------------------------------|------------------------|
| 145895 | STEPHENSON NURSING CENTER | 2946 SOUTH WALNUT ROAD |
| 145919 | ROCKFORD NURSING & REHAB CENTER | 1920 NORTH MAIN STREET |
| 145919 | ROCKFORD NURSING & REHAB CENTER | 1920 NORTH MAIN STREET |
| 145919 | ROCKFORD NURSING & REHAB CENTER | 1920 NORTH MAIN STREET |
| 145919 | ROCKFORD NURSING & REHAB CENTER | 1920 NORTH MAIN STREET |
| 145919 | ROCKFORD NURSING & REHAB CENTER | 1920 NORTH MAIN STREET |
| 145919 | ROCKFORD NURSING & REHAB CENTER | 1920 NORTH MAIN STREET |
| 145919 | ROCKFORD NURSING & REHAB CENTER | 1920 NORTH MAIN STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|----------|----|-------|----------------|
| FREEPORT | IL | 61032 | (815) 235-6173 |
| ROCKFORD | IL | 61103 | (815) 316-1400 |
| ROCKFORD | IL | 61103 | (815) 316-1400 |
| ROCKFORD | IL | 61103 | (815) 316-1400 |
| ROCKFORD | IL | 61103 | (815) 316-1400 |
| ROCKFORD | IL | 61103 | (815) 316-1400 |
| ROCKFORD | IL | 61103 | (815) 316-1400 |
| ROCKFORD | IL | 61103 | (815) 316-1400 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

07/06/2010

07/20/2010

07/07/2010

07/20/2010

07/07/2010

07/20/2010

07/07/2010

07/20/2010

07/07/2010

07/19/2010

07/07/2010

07/19/2010

07/07/2010

07/19/2010

07/07/2010

07/19/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | |
|--------|---------------------------|
| Health | Quality Care Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Resident Rights Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Administration Deficiencies |
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| Health | Quality Care Deficiencies |
|--------|---------------------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|------------|---|
| accidents. | | |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Keep safe, clean and homelike surroundings. | Widespread | Minimal harm or potential for actual harm |
| Keep sound levels comfortable. | Pattern | Minimal harm or potential for actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |
| Let residents complain without being treated differently or badly. | Widespread | Minimal harm or potential for actual harm |
| Provide activities to meet the needs of each resident. | Widespread | Minimal harm or potential for actual harm |
| Hire a qualified activities director. | Widespread | Minimal harm or potential for actual harm |
| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|-----------|--------------------------------|------------------------------|
| 1.40E+248 | JOLIET TERRACE | 2230 MCDONOUGH |
| 145800 | SUNSET HOME | 418 WASHINGTON STREET |
| 145718 | CRESTWOOD CARE CENTRE | 14255 SOUTH CICERO AVENUE |
| 145779 | PARK VILLA NRSG & REHAB CENTER | 12550 SOUTH RIDGELAND AVENUE |
| 146036 | SHAWNEE CHRISTIAN NURSING CTR | 1901 13TH STREET |
| 145593 | MANORCARE OF LIBERTYVILLE | 1500 SOUTH MILWAUKEE AVENUE |
| 145650 | PALOS HILLS HEALTHCARE | 10426 SOUTH ROBERTS |
| 145650 | PALOS HILLS HEALTHCARE | 10426 SOUTH ROBERTS |
| 145879 | TRI-STATE NURSING & REHAB CTR | 2500 EAST 175TH STREET |
| 145935 | PROVENA ST JOSEPH CENTER | 659 EAST JEFFERSON STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---------------|----|-------|----------------|
| JOLIET | IL | 60436 | (815) 729-3801 |
| QUINCY | IL | 62301 | (217) 223-2636 |
| CRESTWOOD | IL | 60445 | (708) 371-0400 |
| PALOS HEIGHTS | IL | 60463 | (708) 597-9300 |
| HERRIN | IL | 62948 | (618) 942-7391 |
| LIBERTYVILLE | IL | 60048 | (847) 816-3200 |
| PALOS HILLS | IL | 60465 | (708) 598-3460 |
| PALOS HILLS | IL | 60465 | (708) 598-3460 |
| LANSING | IL | 60438 | (708) 474-7330 |
| FREEPORT | IL | 61032 | (815) 232-6181 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

06/17/2010 07/16/2010

06/25/2010 07/15/2010

06/22/2010 07/14/2010

06/24/2010 07/14/2010

06/22/2010 07/14/2010

07/12/2010 07/12/2010

07/02/2010 07/12/2010

07/02/2010 07/12/2010

06/30/2010 07/12/2010

06/18/2010 07/12/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Environmental Deficiencies

Health

Pharmacy Service Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|------------|---|
| Make sure that the nursing home area is free of dangers that cause accidents. | Pattern | Immediate jeopardy to resident health or safety |
| Provide needed housekeeping and maintenance. | Pattern | Potential for minimal harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents are well nourished. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Properly mark drugs and other similar products. | Widespread | Minimal harm or potential for actual harm |
| Provide needed housekeeping and maintenance. | Pattern | Potential for minimal harm |
| Have drugs and other similar products available, which are needed every day and in | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--------------------------------|-----------------------------|
| 145935 | PROVENA ST JOSEPH CENTER | 659 EAST JEFFERSON STREET |
| 145935 | PROVENA ST JOSEPH CENTER | 659 EAST JEFFERSON STREET |
| 145379 | ALDEN VALLEY RIDGE REHAB & HCC | 275 EAST ARMY TRAIL ROAD |
| 145427 | ELDERCARE OF ALTON | 3523 WICKENHAUSER |
| 145324 | RESURRECTION NSG & REHAB CTR | 1001 NORTH GREENWOOD AVENUE |
| 145384 | EDEN VILLAGE CARE CENTER | 400 SOUTH STATION ROAD |
| 145384 | EDEN VILLAGE CARE CENTER | 400 SOUTH STATION ROAD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|----------|----|-------|----------------|
| FREEPORT | IL | 61032 | (815) 232-6181 |
|----------|----|-------|----------------|

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|----------|----|-------|----------------|
| FREEPORT | IL | 61032 | (815) 232-6181 |
|----------|----|-------|----------------|

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|--------------|----|-------|----------------|
| BLOOMINGDALE | IL | 60108 | (630) 893-9616 |
|--------------|----|-------|----------------|

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|-------|----|-------|----------------|
| ALTON | IL | 62002 | (618) 465-8887 |
|-------|----|-------|----------------|

| | | | |
|------------|----|-------|----------------|
| PARK RIDGE | IL | 60068 | (847) 692-5600 |
|------------|----|-------|----------------|

| | | | |
|-------------|----|-------|----------------|
| GLEN CARBON | IL | 62034 | (618) 288-5014 |
|-------------|----|-------|----------------|

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|-------------|----|-------|----------------|
| GLEN CARBON | IL | 62034 | (618) 288-5014 |
|-------------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

06/18/2010

07/12/2010

06/18/2010

07/12/2010

07/07/2010

07/10/2010

06/22/2010

07/10/2010

06/24/2010

07/09/2010

06/11/2010

07/09/2010

06/11/2010

07/09/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

needed every day and in emergencies, and give them out properly.

Properly mark drugs and other similar products.

Pattern

Minimal harm or potential for actual harm

Be administered in a way that leads to the highest possible level of well being for each resident.

Pattern

Minimal harm or potential for actual harm

Have a program to keep infection from spreading.

Isolated

Minimal harm or potential for actual harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--------------------------------|------------------------------|
| 145427 | ELDERCARE OF ALTON | 3523 WICKENHAUSER |
| 145659 | WATERFORD NURSING & REHAB, THE | 7445 N. SHERIDAN ROAD |
| 145659 | WATERFORD NURSING & REHAB, THE | 7445 N. SHERIDAN ROAD |
| 145935 | PROVENA ST JOSEPH CENTER | 659 EAST JEFFERSON STREET |
| 145585 | CASEYVILLE NURSING & REHAB CTR | 601 WEST LINCOLN AVENUE |
| 145585 | CASEYVILLE NURSING & REHAB CTR | 601 WEST LINCOLN AVENUE |
| 145585 | CASEYVILLE NURSING & REHAB CTR | 601 WEST LINCOLN AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|------------|----|-------|----------------|
| ALTON | IL | 62002 | (618) 465-8887 |
| CHICAGO | IL | 60626 | (773) 338-3300 |
| CHICAGO | IL | 60626 | (773) 338-3300 |
| FREEPORT | IL | 61032 | (815) 232-6181 |
| CASEYVILLE | IL | 62232 | (618) 345-3072 |
| CASEYVILLE | IL | 62232 | (618) 345-3072 |
| CASEYVILLE | IL | 62232 | (618) 345-3072 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

06/22/2010

07/09/2010

06/23/2010

07/09/2010

06/23/2010

07/09/2010

06/18/2010

07/09/2010

06/17/2010

07/08/2010

06/17/2010

07/08/2010

06/17/2010

07/08/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health Environmental Deficiencies

Health Quality Care Deficiencies

Health Resident Assessment Deficiencies

Health Quality Care Deficiencies

Health Resident Assessment Deficiencies

Health Resident Assessment Deficiencies

Health Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
| Provide activities to meet the needs of each resident. | Pattern | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Pattern | Minimal harm or potential for actual harm |
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan. | Pattern | Minimal harm or potential for actual harm |
| Make a complete assessment that covers all questions for areas that are listed in official regulations. | Pattern | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a | Pattern | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

145985

UNIVERSITY NURSING & REHABILITATION

UNIVERSITY DRIVE

145985

UNIVERSITY NURSING & REHABILITATION

UNIVERSITY DRIVE

146076

MANOR COURT OF CLINTON

1 PARK LANE WEST

145546

HERITAGE MANOR-MOUNT ZION

1225 WOODLAND
DRIVE

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

EDWARDSVILLE IL 62025 (618) 656-1081

EDWARDSVILLE IL 62025 (618) 656-1081

CLINTON IL 61727 (217) 935-8500

MOUNT ZION IL 62549 (217) 864-2356

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

07/07/2010

07/08/2010

07/07/2010

07/08/2010

06/30/2010

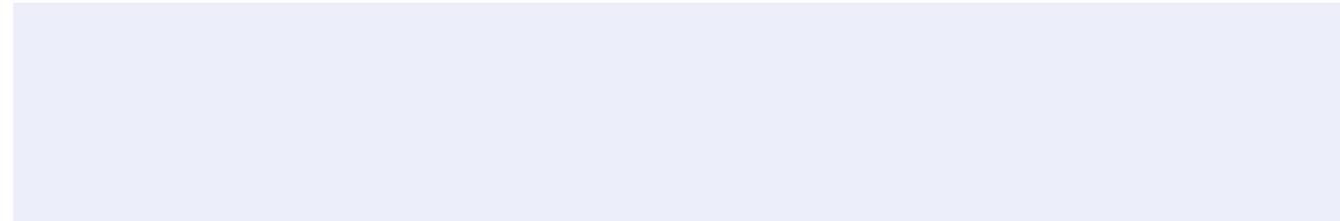
07/08/2010

07/01/2010

07/07/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency



Health

Quality Care Deficiencies



Health

Resident Rights Deficiencies



Health

Environmental Deficiencies



Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible.

Isolated

Actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

1) Hire only people who have no legal history of abusing,

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--------------------------------------|----------------------------|
| 145935 | PROVENA ST JOSEPH CENTER | 659 EAST JEFFERSON STREET |
| 145696 | NILES NSG & REHAB CTR | 9777 GREENWOOD |
| 145764 | RENAISSANCE PARK SOUTH | 10935 SOUTH HALSTED STREET |
| 145764 | RENAISSANCE PARK SOUTH | 10935 SOUTH HALSTED STREET |
| 145970 | WINDSOR PARK NURSING & LIVING CENTER | 2649 EAST 75TH ST |
| 145514 | EFFINGHAM REHAB & HEALTH CARE CTR | 1610 NORTH LAKEWOOD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|-----------|----|-------|----------------|
| FREEPORT | IL | 61032 | (815) 232-6181 |
| NILES | IL | 60714 | (847) 967-7000 |
| CHICAGO | IL | 60628 | (773) 928-2000 |
| CHICAGO | IL | 60628 | (773) 928-2000 |
| CHICAGO | IL | 60649 | (773) 356-9300 |
| EFFINGHAM | IL | 62401 | (217) 347-7781 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

06/18/2010

07/07/2010

06/14/2010

07/06/2010

06/29/2010

07/06/2010

06/29/2010

07/06/2010

06/24/2010

07/06/2010

06/15/2010

07/05/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | | |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Make sure that each resident's nutritional needs were met. | Isolated | Minimal harm or potential for actual harm |
| 1) Make sure that residents who take drugs are not given too many doses or for too long; 2) | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|---------------------------------|-------------------------|
| 146021 | NATURE TRAIL HEALTH CARE CENTER | 1001 SOUTH 34TH STREET |
| 146021 | NATURE TRAIL HEALTH CARE CENTER | 1001 SOUTH 34TH STREET |
| 146021 | NATURE TRAIL HEALTH CARE CENTER | 1001 SOUTH 34TH STREET |
| 145311 | HILLCREST NURSING & REHAB CTR | 777 DRAPER |
| 145591 | METHODIST HOME | 1415 WEST FOSTER AVENUE |
| 146076 | MANOR COURT OF CLINTON | 1 PARK LANE WEST |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------------|----|-------|----------------|
| MOUNT VERNON | IL | 62864 | (618) 242-5700 |
| MOUNT VERNON | IL | 62864 | (618) 242-5700 |
| MOUNT VERNON | IL | 62864 | (618) 242-5700 |
| JOLIET | IL | 60432 | (815) 727-4794 |
| CHICAGO | IL | 60640 | (773) 769-5500 |
| CLINTON | IL | 61727 | (217) 935-8500 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

06/03/2010

07/03/2010

06/03/2010

07/03/2010

06/03/2010

07/03/2010

06/11/2010

07/02/2010

06/02/2010

07/02/2010

06/30/2010

07/02/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects. | | |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Pattern | Potential for minimal harm |
| Make sure that each resident gets help to keep vision and | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|-----------|-------------------------------------|----------------------|
| 146076 | MANOR COURT OF CLINTON | 1 PARK LANE WEST |
| 1.40E+307 | NORTH AURORA CARE CENTER | 310 BANBURY ROAD |
| 1.40E+307 | NORTH AURORA CARE CENTER | 310 BANBURY ROAD |
| 145660 | WESTCHESTER HEALTH & REHABILITATION | 2901 SOUTH WOLF ROAD |
| 145694 | ROSEWOOD CARE CENTER OF JOLIET | 3401 HENNEPIN DRIVE |
| 145834 | COLUMBUS PARK N & REHAB CENTER | 901 SOUTH AUSTIN |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---------|----|-------|----------------|
| CLINTON | IL | 61727 | (217) 935-8500 |
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|--------------|----|-------|----------------|
| NORTH AURORA | IL | 60542 | (630) 892-7627 |
|--------------|----|-------|----------------|

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| NORTH AURORA | IL | 60542 | (630) 892-7627 |
|--------------|----|-------|----------------|

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|-------------|----|-------|----------------|
| WESTCHESTER | IL | 60154 | (708) 531-1441 |
|-------------|----|-------|----------------|

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|--------|----|-------|----------------|
| JOLIET | IL | 60435 | (815) 436-5900 |
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| CHICAGO | IL | 60644 | (773) 287-5959 |
|---------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

06/30/2010

07/02/2010

06/16/2010

07/02/2010

06/16/2010

07/02/2010

06/01/2010

07/01/2010

06/30/2010

07/01/2010

06/11/2010

07/01/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Nutrition and Dietary Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|------------|---|
| hearing. | | |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Pattern | Minimal harm or potential for actual harm |
| Tell the resident completely about his or her health status. | Widespread | Potential for minimal harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Prepare food that is nutritional, | Pattern | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|---|--------------------------|
| 146064 | LINCOLN MANOR | 2650 NORTH MONROE STREET |
| 145420 | BRIDGEWAY CHRISTIAN VILLAGE REHAB & SNF | 111 EAST WASHINGTON |
| 145469 | PARIS HEALTH CARE CENTER | 1011 NORTH MAIN STREET |
| 145563 | PROVENA ST ANNE CENTER | 4405 HIGHCREST ROAD |
| 145563 | PROVENA ST ANNE CENTER | 4405 HIGHCREST ROAD |
| 145834 | COLUMBUS PARK N & REHAB CENTER | 901 SOUTH AUSTIN |
| 146076 | MANOR COURT OF CLINTON | 1 PARK LANE WEST |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-------------|----|-------|----------------|
| DECATUR | IL | 62526 | (217) 875-1973 |
| BENSENVILLE | IL | 60106 | (630) 766-5800 |
| PARIS | IL | 61944 | (217) 465-5376 |
| ROCKFORD | IL | 61107 | (815) 229-1999 |
| ROCKFORD | IL | 61107 | (815) 229-1999 |
| CHICAGO | IL | 60644 | (773) 287-5959 |
| CLINTON | IL | 61727 | (217) 935-8500 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/08/2010

07/01/2010

05/27/2010

06/30/2010

06/17/2010

06/30/2010

06/23/2010

06/30/2010

06/23/2010

06/30/2010

06/11/2010

06/30/2010

06/30/2010

06/30/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health Quality Care Deficiencies

Health Resident Rights Deficiencies

Health Environmental Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--|----------|---|
| appetizing, tasty, attractive, well-cooked, and at the right temperature. | | harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Provide enough notice before discharging or transferring a resident. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|-------------------------------------|---------------------------|
| 145173 | HEATHER HEALTH CARE CENTER | 15600 SOUTH HONORE STREET |
| 145680 | ROSEWOOD CARE CENTER OF MOLINE | 7300 34TH AVENUE |
| 145834 | COLUMBUS PARK N & REHAB CENTER | 901 SOUTH AUSTIN |
| 146016 | SUNSET REHABILITATION & HEALTH CARE | 129 SOUTH 1ST AVENUE |
| 145316 | EMBASSY HEALTH CARE CENTER | 555 WEST KAHLER |
| 145316 | EMBASSY HEALTH CARE CENTER | 555 WEST KAHLER |
| 145316 | EMBASSY HEALTH CARE CENTER | 555 WEST KAHLER |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

HARVEY IL 60426 (708) 333-9550

MOLINE IL 61265 (309) 792-5940

CHICAGO IL 60644 (773) 287-5959

CANTON IL 61520 (309) 647-4327

WILMINGTON IL 60481 (815) 476-2200

WILMINGTON IL 60481 (815) 476-2200

WILMINGTON IL 60481 (815) 476-2200

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/16/2010

06/29/2010

06/24/2010

06/29/2010

06/11/2010

06/29/2010

06/23/2010

06/28/2010

03/26/2010

06/26/2010

03/26/2010

06/26/2010

04/28/2010

06/26/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

abuse, neglect or mistreatment of residents.

| | | |
|---|----------|-------------|
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
|---|----------|-------------|

| | | |
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| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
|---|----------|-------------|

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| Provide care for each resident in a way that keeps or builds the resident's quality of life. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

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| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

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|---|----------|-------------|
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
|---|----------|-------------|

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|--|----------|-------------|
| Give or get special rehabilitation if in the patient's plan of care. | Isolated | Actual harm |
|--|----------|-------------|

| | | |
|--|----------|-------------|
| Make sure that the nursing home area is free of dangers that cause | Isolated | Actual harm |
|--|----------|-------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|-------------------------------|------------------------|
| 145316 | EMBASSY HEALTH CARE CENTER | 555 WEST KAHLER |
| 145316 | EMBASSY HEALTH CARE CENTER | 555 WEST KAHLER |
| 145395 | REHAB & CARE CTR - JACKSON CO | 1441 NORTH 14TH STREET |
| 145645 | FOREST HILL HEALTH AND REHAB | 4747 11TH STREET |
| 145837 | PITTSFIELD MANOR | 610 LOWRY STREET |
| 145837 | PITTSFIELD MANOR | 610 LOWRY STREET |
| 145837 | PITTSFIELD MANOR | 610 LOWRY STREET |
| 145837 | PITTSFIELD MANOR | 610 LOWRY STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|------------|----|-------|----------------|
| WILMINGTON | IL | 60481 | (815) 476-2200 |
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| WILMINGTON | IL | 60481 | (815) 476-2200 |
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|-------------|----|-------|----------------|
| MURPHYSBORO | IL | 62966 | (618) 684-2136 |
|-------------|----|-------|----------------|

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|-------------|----|-------|----------------|
| EAST MOLINE | IL | 61244 | (309) 796-0922 |
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| PITTSFIELD | IL | 62363 | (217) 285-5200 |
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| PITTSFIELD | IL | 62363 | (217) 285-5200 |
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|------------|----|-------|----------------|
| PITTSFIELD | IL | 62363 | (217) 285-5200 |
|------------|----|-------|----------------|

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|------------|----|-------|----------------|
| PITTSFIELD | IL | 62363 | (217) 285-5200 |
|------------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/28/2010

06/26/2010

04/28/2010

06/26/2010

06/02/2010

06/25/2010

06/24/2010

06/25/2010

06/25/2010

06/25/2010

06/25/2010

06/25/2010

06/25/2010

06/25/2010

06/25/2010

06/25/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Pharmacy Service Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

accidents.

| | | |
|---|---------|---|
| Keep safe, clean and homelike surroundings. | Pattern | Minimal harm or potential for actual harm |
|---|---------|---|

| | | |
|--|---------|---|
| Give or get special rehabilitation if in the patient's plan of care. | Pattern | Minimal harm or potential for actual harm |
|--|---------|---|

| | | |
|---|----------|-------------|
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
|---|----------|-------------|

| | | |
|---|---------|----------------------------|
| Keep safe, clean and homelike surroundings. | Pattern | Potential for minimal harm |
|---|---------|----------------------------|

| | | |
|---|----------|-------------|
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
|---|----------|-------------|

| | | |
|---|----------|---|
| Make sure that residents are safe from serious medication errors. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

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| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

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| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan | Isolated | Minimal harm or potential for actual harm |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|----------------------------------|------------------------|
| 145837 | PITTSFIELD MANOR | 610 LOWRY STREET |
| 145837 | PITTSFIELD MANOR | 610 LOWRY STREET |
| 145837 | PITTSFIELD MANOR | 610 LOWRY STREET |
| 145484 | GLENCREST HEALTHCR & REHAB CTR | 2451 WEST TOUHY AVENUE |
| 145484 | GLENCREST HEALTHCR & REHAB CTR | 2451 WEST TOUHY AVENUE |
| 145628 | EVERGREEN NURSING & REHAB CENTER | 1115 NORTH WENTHE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|------------|----|-------|----------------|
| PITTSFIELD | IL | 62363 | (217) 285-5200 |
| PITTSFIELD | IL | 62363 | (217) 285-5200 |
| PITTSFIELD | IL | 62363 | (217) 285-5200 |
| CHICAGO | IL | 60645 | (773) 338-6800 |
| CHICAGO | IL | 60645 | (773) 338-6800 |
| EFFINGHAM | IL | 62401 | (217) 347-7121 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

06/25/2010

06/25/2010

06/25/2010

06/25/2010

06/25/2010

06/25/2010

06/23/2010

06/24/2010

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06/24/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Quality Care Deficiencies |
| Health | Resident Assessment Deficiencies |
| Health | Resident Assessment Deficiencies |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Actual harm

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.

Isolated

Minimal harm or potential for actual harm

Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.

Isolated

Minimal harm or potential for actual harm

Give or get special rehabilitation if in the patient's plan of care.

Isolated

Minimal harm or potential for actual harm

Screen residents when they are first admitted to send them to an area with special care for people with developmental disabilities or mental illness, if needed.

Isolated

Minimal harm or potential for actual harm

Make a complete assessment that covers all questions for areas that are listed in official

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145628 | EVERGREEN NURSING & REHAB CENTER | 1115 NORTH WENTHE |
| 145628 | EVERGREEN NURSING & REHAB CENTER | 1115 NORTH WENTHE |
| 145720 | ST CLARA'S MANOR | 200 FIFTH STREET |
| 145958 | BETHANY HEALTH CARE & REHAB CT | 3298 RESOURCE PARKWAY |
| 145829 | BOULEVARD CARE NURSING & REHAB | 3405 SOUTH MICHIGAN AVENUE |
| 145829 | BOULEVARD CARE NURSING & REHAB | 3405 SOUTH MICHIGAN AVENUE |
| 145364 | CHAMPAIGN COUNTY NURSING HOME | 500 SOUTH ART BARTELL DRIVE |
| 146024 | ASTORIA GARDENS & REHAB CENTER | 1008 EAST BROADWAY |
| 145039 | HEARTLAND OF PEORIA | 5600 GLEN ELM DRIVE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-----------|----|-------|----------------|
| EFFINGHAM | IL | 62401 | (217) 347-7121 |
| EFFINGHAM | IL | 62401 | (217) 347-7121 |
| LINCOLN | IL | 62656 | (217) 735-1507 |
| DEKALB | IL | 60115 | (815) 756-5526 |
| CHICAGO | IL | 60616 | (312) 791-0035 |
| CHICAGO | IL | 60616 | (312) 791-0035 |
| URBANA | IL | 61802 | (217) 384-3784 |
| ASTORIA | IL | 61501 | (309) 329-1333 |
| PEORIA | IL | 61614 | (309) 693-8777 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

06/24/2010

06/24/2010

06/24/2010

06/24/2010

06/11/2010

06/24/2010

06/24/2010

06/24/2010

06/03/2010

06/23/2010

06/03/2010

06/23/2010

06/17/2010

06/22/2010

06/10/2010

06/22/2010

03/26/2010

06/21/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Quality Care Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Quality Care Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| regulations. | | |
| Give professional services that follow each resident's written care plan. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Pattern | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Provide clean bed and bath linens that are in good condition. | Widespread | Potential for minimal harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give professional services that meet a professional standard of | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145684 | MANORCARE OF HOMEWOOD | 940 MAPLE AVENUE |
| 145700 | LEXINGTON OF CHICAGO RIDGE | 10300 SOUTHWEST HIGHWAY |
| 145751 | P A PETERSON CENTER FOR HEALTH | 1311 PARKVIEW AVENUE |
| 145751 | P A PETERSON CENTER FOR HEALTH | 1311 PARKVIEW AVENUE |
| 146041 | EAST MOLINE NURSING & REHAB | 430 SOUTH 30TH AVENUE |
| 146041 | EAST MOLINE NURSING & REHAB | 430 SOUTH 30TH AVENUE |
| 145662 | GLEN BRIDGE N & REHAB CENTRE | 8333 WEST GOLF ROAD |
| 145712 | WILLOW CREST NURSING PAVILION | 515 NORTH MAIN |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

HOMEWOOD IL 60430 (708) 799-0244

CHICAGO RIDGE IL 60415 (708) 425-1100

ROCKFORD IL 61107 (815) 399-8832

ROCKFORD IL 61107 (815) 399-8832

EAST MOLINE IL 61244 (309) 755-3466

EAST MOLINE IL 61244 (309) 755-3466

NILES IL 60714 (847) 966-9190

SANDWICH IL 60548 (815) 786-8426

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

06/02/2010

06/21/2010

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06/21/2010

05/06/2010

06/20/2010

05/06/2010

06/20/2010

06/03/2010

06/20/2010

06/03/2010

06/20/2010

06/18/2010

06/19/2010

06/18/2010

06/19/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| meet a professional standard of quality. | | harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Provide needed housekeeping and maintenance. | Pattern | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is safe, easy to use, clean and comfortable. | Pattern | Potential for minimal harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|-----------------------------------|---------------------------|
| 145712 | WILLOW CREST NURSING PAVILION | 515 NORTH MAIN |
| 145734 | EVERGREEN HEALTH CARE CENTER | 10124 SOUTH KEDZIE |
| 145239 | SAINT CLARE HOME | 5533 NORTH GALENA ROAD |
| 145439 | CHAMPAIGN URBANA REG REHAB CENTER | 302 WEST BURWASH |
| 145469 | PARIS HEALTH CARE CENTER | 1011 NORTH MAIN STREET |
| 145469 | PARIS HEALTH CARE CENTER | 1011 NORTH MAIN STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|----------|----|-------|----------------|
| SANDWICH | IL | 60548 | (815) 786-8426 |
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|-------------------|----|-------|----------------|
| EVERGREEN PARK | IL | 60805 | (708) 907-7000 |
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| PEORIA HEIGHTS | IL | 61614 | (309) 682-5428 |
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| SAVOY | IL | 61874 | (217) 402-9700 |
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| PARIS | IL | 61944 | (217) 465-5376 |
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| PARIS | IL | 61944 | (217) 465-5376 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

06/18/2010

06/19/2010

06/04/2010

06/18/2010

05/04/2010

06/17/2010

04/22/2010

06/17/2010

05/13/2010

06/17/2010

05/13/2010

06/17/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Pharmacy Service Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| accidents. | | |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Immediate jeopardy to resident health or safety |
| At least once a month, have a licensed pharmacist check the drugs that each resident takes. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents are safe from serious medication errors. | Isolated | Actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Make sure all assessments are accurate, coordinated by an RN, | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145469 | PARIS HEALTH CARE CENTER | 1011 NORTH MAIN STREET |
| 145469 | PARIS HEALTH CARE CENTER | 1011 NORTH MAIN STREET |
| 145510 | IMPERIAL GROVE PAVILION, THE | 1366 WEST FULLERTON AVENUE |
| 145585 | CASEYVILLE NURSING & REHAB CTR | 601 WEST LINCOLN AVENUE |
| 145585 | CASEYVILLE NURSING & REHAB CTR | 601 WEST LINCOLN AVENUE |
| 145585 | CASEYVILLE NURSING & REHAB CTR | 601 WEST LINCOLN AVENUE |
| 145666 | CENTRALIA MANOR | 1910 EAST MCCORD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|------------|----|-------|----------------|
| PARIS | IL | 61944 | (217) 465-5376 |
| PARIS | IL | 61944 | (217) 465-5376 |
| CHICAGO | IL | 60614 | (773) 248-9300 |
| CASEYVILLE | IL | 62232 | (618) 345-3072 |
| CASEYVILLE | IL | 62232 | (618) 345-3072 |
| CASEYVILLE | IL | 62232 | (618) 345-3072 |
| CENTRALIA | IL | 62801 | (618) 533-1200 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

05/13/2010

06/17/2010

05/13/2010

06/17/2010

06/02/2010

06/17/2010

06/17/2010

06/17/2010

06/17/2010

06/17/2010

06/17/2010

06/17/2010

05/26/2010

06/17/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health Quality Care Deficiencies

Health Administration Deficiencies

Health Quality Care Deficiencies

Health Mistreatment Deficiencies

Health Mistreatment Deficiencies

Health Mistreatment Deficiencies

Health Pharmacy Service Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| done by the right professional, and are signed by the person completing them. | | |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Immediate jeopardy to resident health or safety |
| Choose a doctor to be the medical director. | Widespread | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Protect each resident from all abuse, physical punishment, and being separated from others. | Pattern | Immediate jeopardy to resident health or safety |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Pattern | Immediate jeopardy to resident health or safety |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Pattern | Immediate jeopardy to resident health or safety |
| Make sure that residents are safe | Pattern | Immediate jeopardy to resident health or |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

RTE 161 EAST
1910 EAST MCCORD
RTE 161 EAST

145666 CENTRALIA MANOR

145439 CHAMPAIGN URBANA REG REHAB CENTER 302 WEST BURWASH

145439 CHAMPAIGN URBANA REG REHAB CENTER 302 WEST BURWASH

145439 CHAMPAIGN URBANA REG REHAB CENTER 302 WEST BURWASH

145439 CHAMPAIGN URBANA REG REHAB CENTER 302 WEST BURWASH

145439 CHAMPAIGN URBANA REG REHAB CENTER 302 WEST BURWASH

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| CENTRALIA | IL | 62801 | (618) 533-1200 |
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| SAVOY | IL | 61874 | (217) 402-9700 |
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| SAVOY | IL | 61874 | (217) 402-9700 |
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| SAVOY | IL | 61874 | (217) 402-9700 |
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| SAVOY | IL | 61874 | (217) 402-9700 |
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| SAVOY | IL | 61874 | (217) 402-9700 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

05/26/2010

06/17/2010

03/18/2010

06/16/2010

03/18/2010

06/16/2010

03/18/2010

06/16/2010

03/18/2010

06/16/2010

04/22/2010

06/16/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

from serious medication errors.

Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.

Pattern

safety

Immediate jeopardy to resident health or safety

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Give the resident's legal representative the same rights as the resident.

Isolated

Minimal harm or potential for actual harm

Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.

Isolated

Minimal harm or potential for actual harm

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.

Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must

Isolated

Actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|-----------------------------------|----------------------------|
| 145439 | CHAMPAIGN URBANA REG REHAB CENTER | 302 WEST BURWASH |
| 145439 | CHAMPAIGN URBANA REG REHAB CENTER | 302 WEST BURWASH |
| 146046 | BURNSIDES COMMUNITY HEALTH CTR | 410 NORTH SECOND STREET |
| 145786 | LINCOLNWOOD PLACE | 7000 NORTH MCCORMICK BLVD. |
| 145239 | SAINT CLARE HOME | 5533 NORTH GALENA ROAD |
| 145039 | HEARTLAND OF PEORIA | 5600 GLEN ELM DRIVE |
| 145039 | HEARTLAND OF PEORIA | 5600 GLEN ELM DRIVE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| SAVOY | IL | 61874 | (217) 402-9700 |
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| SAVOY | IL | 61874 | (217) 402-9700 |
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| MARSHALL | IL | 62441 | (217) 826-2358 |
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| LINCOLNWOOD | IL | 60645 | (847) 673-7166 |
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| PEORIA HEIGHTS | IL | 61614 | (309) 682-5428 |
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| PEORIA | IL | 61614 | (309) 693-8777 |
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| PEORIA | IL | 61614 | (309) 693-8777 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/22/2010

06/16/2010

05/21/2010

06/16/2010

05/19/2010

06/16/2010

05/21/2010

06/15/2010

05/04/2010

06/14/2010

03/26/2010

06/11/2010

03/26/2010

06/11/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Assessment Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| be transferred or discharged. | | |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Hire nurse aides who have shown that they are skilled and care for residents safely on-the-job. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents are safe from serious medication errors. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|---------------------------------|--------------------------|
| 146005 | ASTA CARE CENTER - FORD COUNTY | 1240 NORTH MARKET STREET |
| 146005 | ASTA CARE CENTER - FORD COUNTY | 1240 NORTH MARKET STREET |
| 14E327 | PINCKNEYVILLE HEALTH CARE CTR | 708 VIRGINIA COURT |
| 145939 | WATERFRONT TERRACE | 7750 SOUTH SHORE DRIVE |
| 145312 | NORTHWOODS CARE CENTRE | 2250 PEARL STREET |
| 145312 | NORTHWOODS CARE CENTRE | 2250 PEARL STREET |
| 145828 | AVENUE CARE NURSING & REHAB CTR | 4505 SOUTH DREXEL |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

PAXTON IL 60957 (217) 379-4896

PAXTON IL 60957 (217) 379-4896

PINCKNEYVILLE IL 62274 (618) 357-2493

CHICAGO IL 60649 (773) 731-4200

BELVIDERE IL 61008 (815) 544-0358

BELVIDERE IL 61008 (815) 544-0358

CHICAGO IL 60653 (773) 285-0550

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

05/28/2010

06/11/2010

05/28/2010

06/11/2010

06/08/2010

06/11/2010

06/04/2010

06/10/2010

05/26/2010

06/09/2010

06/07/2010

06/09/2010

05/21/2010

06/09/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

highest quality of life possible.

Immediately tell the resident, Isolated
doctor, and a family member if:
the resident is injured, there is a
major change in resident's
physical/mental health, there is a
need to alter treatment
significantly, or the resident must
be transferred or discharged.

Minimal harm or potential for actual
harm

Give residents proper treatment Isolated
to prevent new bed (pressure)
sores or heal existing bed sores.

Minimal harm or potential for actual
harm

Properly mark drugs and other Isolated
similar products.

Minimal harm or potential for actual
harm

Make sure that residents who Pattern
cannot care for themselves
receive help with eating/drinking,
grooming and hygiene.

Minimal harm or potential for actual
harm

Make sure that the nursing home Isolated
area is free of dangers that cause
accidents.

Actual harm

Give residents proper treatment Isolated
to prevent new bed (pressure)
sores or heal existing bed sores.

Minimal harm or potential for actual
harm

Provide needed housekeeping Pattern
and maintenance.

Potential for minimal harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 146115 | NEW ATHENS HOME FOR THE AGED | 203 SOUTH JOHNSON STREET |
| 145142 | ALDEN ALMA NELSON MANOR | 550 SOUTH MULFORD AVENUE |
| 145142 | ALDEN ALMA NELSON MANOR | 550 SOUTH MULFORD AVENUE |
| 145728 | MANOR COURT OF MARYVILLE | OFF STATE ROUTE 162 |
| 145938 | PARKSHORE ESTATES NURSING & REHAB | 6125 SOUTH KENWOOD |
| 145938 | PARKSHORE ESTATES NURSING & REHAB | 6125 SOUTH KENWOOD |
| 145938 | PARKSHORE ESTATES NURSING & REHAB | 6125 SOUTH KENWOOD |
| 145514 | EFFINGHAM REHAB & HEALTH CARE CTR | 1610 NORTH LAKEWOOD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|------------|----|-------|----------------|
| NEW ATHENS | IL | 62264 | (618) 475-2550 |
| ROCKFORD | IL | 61108 | (815) 484-1002 |
| ROCKFORD | IL | 61108 | (815) 484-1002 |
| MARYVILLE | IL | 62062 | (618) 288-5999 |
| CHICAGO | IL | 60637 | (773) 752-6000 |
| CHICAGO | IL | 60637 | (773) 752-6000 |
| CHICAGO | IL | 60637 | (773) 752-6000 |
| EFFINGHAM | IL | 62401 | (217) 347-7781 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

05/26/2010

06/09/2010

06/02/2010

06/08/2010

06/02/2010

06/08/2010

05/24/2010

06/08/2010

03/24/2010

06/08/2010

05/04/2010

06/08/2010

05/13/2010

06/08/2010

05/14/2010

06/07/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Environmental Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Resident Rights Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Resident Rights Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Have a program to keep infection from spreading. | Pattern | Immediate jeopardy to resident health or safety |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Provide enough notice before discharging or transferring a resident. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Immediate jeopardy to resident health or safety |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Immediate jeopardy to resident health or safety |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145514 | EFFINGHAM REHAB & HEALTH CARE CTR | 1610 NORTH LAKEWOOD |
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| 145991 | COMMUNITY CARE | 4314 SOUTH WABASH AVENUE |
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| 145991 | COMMUNITY CARE | 4314 SOUTH WABASH AVENUE |
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| 14E845 | WILSON CARE | 4544 NORTH HAZEL STREET |
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| 14E845 | WILSON CARE | 4544 NORTH HAZEL STREET |
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| 145630 | FOREST VILLA NSG & REHAB, LLC | 6840 WEST TOUHY |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| EFFINGHAM | IL | 62401 | (217) 347-7781 |
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| CHICAGO | IL | 60653 | (773) 538-8300 |
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| CHICAGO | IL | 60653 | (773) 538-8300 |
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| CHICAGO | IL | 60640 | (773) 561-7241 |
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| CHICAGO | IL | 60640 | (773) 561-7241 |
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| NILES | IL | 60714 | (847) 647-6400 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

05/14/2010

06/07/2010

05/17/2010

06/07/2010

05/17/2010

06/07/2010

04/07/2010

06/07/2010

06/04/2010

06/07/2010

06/02/2010

06/06/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

need to alter treatment significantly, or the resident must be transferred or discharged.

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Isolated Minimal harm or potential for actual harm

1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.

Pattern Minimal harm or potential for actual harm

Give or get special rehabilitation if in the patient's plan of care.

Isolated Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated Immediate jeopardy to resident health or safety

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated Minimal harm or potential for actual harm

Make sure that residents who

Pattern Minimal harm or potential for actual

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | AVENUE |
|--------|-------------------------------------|-----------------------------|
| 145630 | FOREST VILLA NSG & REHAB, LLC | 6840 WEST TOUHY AVENUE |
| 145382 | LEE MANOR | 1301 LEE STREET |
| 145234 | FREEPORT REHAB & HEALTH CARE CENTER | 900 SOUTH KIWANIS DRIVE |
| 145611 | ST JAMES MANOR & VILLA | 1521 EAST RICHTON ROAD |
| 145625 | CALIFORNIA GARDENS N & REHAB C | 2829 SOUTH CALIFORNIA BLVD |
| 145661 | JACKSON SQUARE N & REHAB CTR | 5130 WEST JACKSON BOULEVARD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| NILES | IL | 60714 | (847) 647-6400 |
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| DES PLAINES | IL | 60018 | (847) 635-4000 |
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| FREEPORT | IL | 61032 | (815) 235-6196 |
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| CRETE | IL | 60417 | (708) 367-4401 |
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| CHICAGO | IL | 60608 | (773) 847-8061 |
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| CHICAGO | IL | 60644 | (773) 921-8000 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

06/02/2010

06/06/2010

06/03/2010

06/05/2010

05/17/2010

06/04/2010

05/17/2010

06/04/2010

05/17/2010

06/04/2010

06/04/2010

06/04/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| cannot care for themselves receive help with eating/drinking, grooming and hygiene. | | harm |
| Keep each resident free from physical restraints, unless needed for medical treatment. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 146069 | EAST BANK CENTER, LLC | 6131 PARK RIDGE ROAD |
| 145016 | HERITAGE MANOR-BLOOMINGTON | 700 EAST WALNUT |
| 145016 | HERITAGE MANOR-BLOOMINGTON | 700 EAST WALNUT |
| 145983 | RENAISSANCE AT 87TH STREET,THE | 2940 WEST 87TH STREET |
| 145983 | RENAISSANCE AT 87TH STREET,THE | 2940 WEST 87TH STREET |
| 145983 | RENAISSANCE AT 87TH STREET,THE | 2940 WEST 87TH STREET |
| 146035 | NORTH ADAMS HOME | 2259 EAST 1100TH STREET |
| 145274 | FOUR SEASONS LIVING CENTER | 303 NORTH JACKSON STREET |
| 145274 | FOUR SEASONS LIVING CENTER | 303 NORTH JACKSON STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

LOVES PARK IL 61111 (815) 633-6810

BLOOMINGTON IL 61701 (309) 827-8004

BLOOMINGTON IL 61701 (309) 827-8004

CHICAGO IL 60652 (773) 434-8787

CHICAGO IL 60652 (773) 434-8787

CHICAGO IL 60652 (773) 434-8787

MENDON IL 62351 (217) 936-2137

MORRISON IL 61270 (815) 772-4003

MORRISON IL 61270 (815) 772-4003

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

06/03/2010

06/04/2010

06/02/2010

06/03/2010

06/02/2010

06/03/2010

12/17/2009

06/03/2010

02/18/2010

06/03/2010

05/13/2010

06/03/2010

06/01/2010

06/03/2010

05/10/2010

06/02/2010

05/19/2010

06/02/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
| Make sure that nurse aides show they have the skills to be able to care for residents. | Isolated | Immediate jeopardy to resident health or safety |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Immediate jeopardy to resident health or safety |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that nurse aides show they have the skills to be able to care for residents. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145274 | FOUR SEASONS LIVING CENTER | 303 NORTH JACKSON STREET |
| 145339 | ELM BROOK HLTH C & REHAB CTRE | 127 WEST DIVERSEY |
| 145339 | ELM BROOK HLTH C & REHAB CTRE | 127 WEST DIVERSEY |
| 145705 | NATHAN HEALTH CARE CENTER | 5050 SUMMIT AVENUE |
| 145705 | NATHAN HEALTH CARE CENTER | 5050 SUMMIT AVENUE |
| 145705 | NATHAN HEALTH CARE CENTER | 5050 SUMMIT AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| MORRISON | IL | 61270 | (815) 772-4003 |
| ELMHURST | IL | 60126 | (630) 530-5225 |
| ELMHURST | IL | 60126 | (630) 530-5225 |
| EAST SAINT LOUIS | IL | 62205 | (618) 874-3597 |
| EAST SAINT LOUIS | IL | 62205 | (618) 874-3597 |
| EAST SAINT LOUIS | IL | 62205 | (618) 874-3597 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

05/19/2010

06/02/2010

05/19/2010

06/02/2010

05/19/2010

06/02/2010

03/18/2010

06/02/2010

04/29/2010

06/02/2010

04/29/2010

06/02/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health Environmental Deficiencies

Health Quality Care Deficiencies

Health Administration Deficiencies

Health Pharmacy Service Deficiencies

Health Pharmacy Service Deficiencies

Health Pharmacy Service Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| care for residents. | | |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that each resident's nutritional needs were met. | Isolated | Minimal harm or potential for actual harm |
| Make sure that nurse aides show they have the skills to be able to care for residents. | Isolated | Minimal harm or potential for actual harm |
| Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly. | Pattern | Immediate jeopardy to resident health or safety |
| 1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects. | Isolated | Minimal harm or potential for actual harm |
| Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145705 | NATHAN HEALTH CARE CENTER | 5050 SUMMIT AVENUE |
| 145906 | DIXON HEALTHCARE & REHAB CENTER | 800 DIVISION STREET |
| 1.40E+307 | NORTH AURORA CARE CENTER | 310 BANBURY ROAD |
| 145307 | GROVE OF LA GRANGE PARK | 701 NORTH LAGRANGE ROAD |
| 145070 | COURTYARD HEALTHCARE CENTER | 3601 SOUTH HARLEM AVENUE |
| 145508 | HIGHLAND HEALTH CARE CENTER | 1450 26TH STREET |
| 145438 | COLLINSVILLE REHABILITATION & HEALTH CARE CENTER | 614 NORTH SUMMIT |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| EAST SAINT LOUIS | IL | 62205 | (618) 874-3597 |
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| DIXON | IL | 61021 | (815) 284-3393 |
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| NORTH AURORA | IL | 60542 | (630) 892-7627 |
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| LA GRANGE PARK | IL | 60526 | (708) 354-7300 |
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| BERWYN | IL | 60402 | (708) 749-4160 |
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| HIGHLAND | IL | 62249 | (618) 654-2368 |
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| COLLINSVILLE | IL | 62234 | (618) 344-8476 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

05/24/2010

06/02/2010

06/01/2010

06/02/2010

05/03/2010

06/02/2010

05/04/2010

05/31/2010

05/04/2010

05/30/2010

05/05/2010

05/29/2010

05/27/2010

05/28/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Pharmacy Service Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Provide care in a way that keeps or builds each resident's dignity and self respect. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Pattern | Minimal harm or potential for actual harm |
| post nurse staffing information. | Widespread | Potential for minimal harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| At least once a month, have a licensed pharmacist check the drugs that each resident takes. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145438 | COLLINSVILLE REHABILITATION & HEALTH CARE CENTER | 614 NORTH SUMMIT |
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| 145438 | COLLINSVILLE REHABILITATION & HEALTH CARE CENTER | 614 NORTH SUMMIT |
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| 145438 | COLLINSVILLE REHABILITATION & HEALTH CARE CENTER | 614 NORTH SUMMIT |
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| 145438 | COLLINSVILLE REHABILITATION & HEALTH CARE CENTER | 614 NORTH SUMMIT |
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| 145438 | COLLINSVILLE REHABILITATION & HEALTH CARE CENTER | 614 NORTH SUMMIT |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

COLLINSVILLE IL 62234 (618) 344-8476

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

05/27/2010

05/28/2010

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05/28/2010

05/27/2010

05/28/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects. | Isolated | Immediate jeopardy to resident health or safety |
| Have enough nurses to care for every resident in a way that maximizes the resident's well being. | Isolated | Minimal harm or potential for actual harm |
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Immediate jeopardy to resident health or safety |
| Make a complete assessment that covers all questions for areas that are listed in official regulations. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145438 | COLLINSVILLE REHABILITATION & HEALTH CARE CENTER | 614 NORTH SUMMIT |
| 145438 | COLLINSVILLE REHABILITATION & HEALTH CARE CENTER | 614 NORTH SUMMIT |
| 145438 | COLLINSVILLE REHABILITATION & HEALTH CARE CENTER | 614 NORTH SUMMIT |
| 145438 | COLLINSVILLE REHABILITATION & HEALTH CARE CENTER | 614 NORTH SUMMIT |
| 145438 | COLLINSVILLE REHABILITATION & HEALTH CARE CENTER | 614 NORTH SUMMIT |
| 145523 | AMBOY NURSING ACQUISITION | 15 WEST WASSON ROAD |
| 145547 | DEKALB COUNTY REHAB & NURSING | 2600 NORTH ANNIE GLIDDEN ROAD |
| 145908 | AMBERWOOD CARE CENTER | 2313 NORTH ROCKTON AVENUE |
| 145070 | COURTYARD HEALTHCARE CENTER | 3601 SOUTH HARLEM |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

COLLINSVILLE IL 62234 (618) 344-8476

AMBOY IL 61310 (815) 857-2550

DEKALB IL 60115 (815) 758-2477

ROCKFORD IL 61103 (815) 964-2200

BERWYN IL 60402 (708) 749-4160

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

05/27/2010

05/28/2010

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05/28/2010

05/20/2010

05/28/2010

05/12/2010

05/28/2010

05/12/2010

05/28/2010

05/04/2010

05/27/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Administration Deficiencies

Health

Administration Deficiencies

Health

Administration Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Nutrition and Dietary Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Protect residents from mistreatment, neglect, and/or theft of personal property. | Isolated | Immediate jeopardy to resident health or safety |
| Be administered in a way that leads to the highest possible level of well being for each resident. | Isolated | Immediate jeopardy to resident health or safety |
| Choose a doctor to be the medical director. | Isolated | Actual harm |
| Have an agreement with at least one hospital certified by Medicare or Medicaid to make sure residents can be moved quickly to the hospital when they need medical care. | Isolated | Minimal harm or potential for actual harm |
| Set up or keep a group of people to review and ensure quality. | Isolated | Minimal harm or potential for actual harm |
| Provide care in a way that keeps or builds each resident's dignity and self respect. | Pattern | Potential for minimal harm |
| Give each resident enough fluids to keep them healthy and prevent dehydration. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Prepare food that is nutritional, | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145070 | COURTYARD HEALTHCARE CENTER | 3601 SOUTH HARLEM AVENUE |
| 145562 | GATEWAY REGIONAL MED CTR SNF | 2100 MADISON AVENUE |
| 145758 | GLENWOOD HEALTHCARE & REHAB. | 19330 SOUTH COTTAGE GROVE |
| 146013 | BERKELEY NURSING & REHAB CENTER | 6909 WEST NORTH AVENUE |
| 145275 | TIMBERCREEK REHAB & HEALTHCARE CENTER | 2220 STATE STREET |
| 145275 | TIMBERCREEK REHAB & HEALTHCARE CENTER | 2220 STATE STREET |
| 145275 | TIMBERCREEK REHAB & HEALTHCARE CENTER | 2220 STATE STREET |
| 145275 | TIMBERCREEK REHAB & HEALTHCARE CENTER | 2220 STATE STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------------|----|-------|----------------|
| BERWYN | IL | 60402 | (708) 749-4160 |
| GRANITE CITY | IL | 62040 | (618) 798-3175 |
| GLENWOOD | IL | 60425 | (708) 758-6200 |
| OAK PARK | IL | 60302 | (708) 386-1112 |
| PEKIN | IL | 61554 | (309) 347-1110 |
| PEKIN | IL | 61554 | (309) 347-1110 |
| PEKIN | IL | 61554 | (309) 347-1110 |
| PEKIN | IL | 61554 | (309) 347-1110 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

05/05/2010

05/27/2010

05/13/2010

05/27/2010

05/06/2010

05/27/2010

04/26/2010

05/26/2010

04/26/2010

05/26/2010

04/26/2010

05/26/2010

04/26/2010

05/26/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Nutrition and Dietary Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Pharmacy Service Deficiencies

Health

Nutrition and Dietary Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Protect residents from mistreatment, neglect, and/or theft of personal property. | Isolated | Immediate jeopardy to resident health or safety |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents are safe from serious medication errors. | Isolated | Immediate jeopardy to resident health or safety |
| Prepare food that is nutritional, | Pattern | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

CENTER

| | | |
|--------|---------------------------------|-----------------------------------|
| 145663 | ELMWOOD TERRACE HEALTHCARE CTR | 1017 WEST GALENA BOULEVARD |
| 146013 | BERKELEY NURSING & REHAB CENTER | 6909 WEST NORTH AVENUE |
| 145371 | ASTA CARE CENTER OF BLOOMINGTN | 1509 NORTH CALHOUN STREET |
| 145851 | EASTSIDE HEALTH & REHAB CENTER | 1400 EAST WASHINGTON STREET |
| 145220 | PINE CREST HEALTH CARE | 3300 WEST 175TH STREET |
| 145220 | PINE CREST HEALTH CARE | 3300 WEST 175TH STREET |
| 145895 | STEPHENSON NURSING CENTER | 2946 SOUTH WALNUT ROAD |
| 145895 | STEPHENSON NURSING CENTER | 2946 SOUTH WALNUT |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|-------------|----|-------|----------------|
| AURORA | IL | 60506 | (630) 897-3100 |
| OAK PARK | IL | 60302 | (708) 386-1112 |
| BLOOMINGTON | IL | 61701 | (309) 827-6046 |
| PITTSFIELD | IL | 62363 | (217) 285-4491 |
| HAZEL CREST | IL | 60429 | (708) 335-2400 |
| HAZEL CREST | IL | 60429 | (708) 335-2400 |
| FREEPORT | IL | 61032 | (815) 235-6173 |
| FREEPORT | IL | 61032 | (815) 235-6173 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

05/18/2010

05/26/2010

05/06/2010

05/26/2010

05/04/2010

05/25/2010

04/23/2010

05/25/2010

04/29/2010

05/24/2010

04/29/2010

05/24/2010

05/13/2010

05/24/2010

05/13/2010

05/24/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Mistreatment Deficiencies

Health Quality Care Deficiencies

Health Mistreatment Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| appetizing, tasty, attractive, well-cooked, and at the right temperature. | | harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Pattern | Potential for minimal harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
| Give or get special rehabilitation if in the patient's plan of care. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|---------------------------------|------------------------|
| 145895 | STEPHENSON NURSING CENTER | 2946 SOUTH WALNUT ROAD |
| 145809 | LAKE COOK TERRACE NURSING CTR | 263 SKOKIE BOULEVARD |
| 145571 | CEDAR RIDGE HEALTH REHAB CENTER | ONE PERRYMAN STREET |
| 145919 | ROCKFORD NURSING & REHAB CENTER | 1920 NORTH MAIN STREET |
| 145919 | ROCKFORD NURSING & REHAB CENTER | 1920 NORTH MAIN STREET |
| 145919 | ROCKFORD NURSING & REHAB CENTER | 1920 NORTH MAIN |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|------------|----|-------|----------------|
| FREEPORT | IL | 61032 | (815) 235-6173 |
| NORTHBROOK | IL | 60062 | (847) 564-0505 |
| LEBANON | IL | 62254 | (618) 537-6165 |
| ROCKFORD | IL | 61103 | (815) 316-1400 |
| ROCKFORD | IL | 61103 | (815) 316-1400 |
| ROCKFORD | IL | 61103 | (815) 316-1400 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/29/2010

05/22/2010

05/06/2010

05/21/2010

04/22/2010

05/21/2010

04/22/2010

05/21/2010

04/22/2010

05/21/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Pattern | Minimal harm or potential for actual harm |
| Give professional services that | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

STREET

| | | |
|--------|---------------------------------|-----------------------------|
| 145919 | ROCKFORD NURSING & REHAB CENTER | 1920 NORTH MAIN STREET |
| 145919 | ROCKFORD NURSING & REHAB CENTER | 1920 NORTH MAIN STREET |
| 145965 | MCKINLEY COURT | 500 WEST MCKINLEY AVENUE |
| 145965 | MCKINLEY COURT | 500 WEST MCKINLEY AVENUE |
| 145965 | MCKINLEY COURT | 500 WEST MCKINLEY AVENUE |
| 145965 | MCKINLEY COURT | 500 WEST MCKINLEY AVENUE |
| 145965 | MCKINLEY COURT | 500 WEST MCKINLEY AVENUE |
| 145460 | WINCHESTER HOUSE | 1125 NORTH MILWAUKEE AVENUE |
| 145764 | RENAISSANCE PARK SOUTH | 10935 SOUTH |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

ROCKFORD IL 61103 (815) 316-1400

ROCKFORD IL 61103 (815) 316-1400

DECATUR IL 62526 (217) 875-0020

LIBERTYVILLE IL 60048 (847) 377-7200

CHICAGO IL 60628 (773) 928-2000

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/22/2010

05/21/2010

04/22/2010

05/21/2010

04/21/2010

05/21/2010

04/21/2010

05/21/2010

04/21/2010

05/21/2010

04/21/2010

05/21/2010

04/07/2010

05/20/2010

05/07/2010

05/20/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

meet a professional standard of quality.

harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Pattern

Minimal harm or potential for actual harm

Try to resolve each resident's complaints quickly.

Isolated

Minimal harm or potential for actual harm

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.

Isolated

Minimal harm or potential for actual harm

Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.

Pattern

Minimal harm or potential for actual harm

Make sure that each resident's nutritional needs were met.

Isolated

Minimal harm or potential for actual harm

Give each resident enough fluids to keep them healthy and prevent dehydration.

Pattern

Minimal harm or potential for actual harm

Provide activities to meet the needs of each resident.

Pattern

Minimal harm or potential for actual harm

Make sure that doctors visit

Isolated

Minimal harm or potential for actual

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--------------------------------------|-------------------------------|
| 145764 | RENAISSANCE PARK SOUTH | 10935 SOUTH HALSTED STREET |
| 145659 | WATERFORD NURSING & REHAB, THE | 7445 N. SHERIDAN ROAD |
| 145659 | WATERFORD NURSING & REHAB, THE | 7445 N. SHERIDAN ROAD |
| 145760 | COTILLION RIDGE NURSING CENTER | 600 EAST ROBINWOOD DRIVE |
| 145784 | BRIAR PLACE | 6800 WEST JOLIET |
| 145334 | BALLARD NURSING CENTER | 9300 BALLARD ROAD |
| 146001 | INTERNATIONAL NURSING & REHAB CENTER | 4815 SOUTH WESTERN AVE |
| 146001 | INTERNATIONAL NURSING & REHAB CENTER | 4815 SOUTH WESTERN AVE |
| 146001 | INTERNATIONAL NURSING & REHAB CENTER | 4815 SOUTH WESTERN AVE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---------------------|----|-------|----------------|
| CHICAGO | IL | 60628 | (773) 928-2000 |
| CHICAGO | IL | 60626 | (773) 338-3300 |
| CHICAGO | IL | 60626 | (773) 338-3300 |
| ROBINSON | IL | 62454 | (618) 544-3192 |
| INDIAN HEAD PARK | IL | 60525 | (708) 246-8500 |
| DES PLAINES | IL | 60016 | (847) 294-2300 |
| CHICAGO | IL | 60609 | (773) 927-4200 |
| CHICAGO | IL | 60609 | (773) 927-4200 |
| CHICAGO | IL | 60609 | (773) 927-4200 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/16/2010

05/19/2010

04/16/2010

05/19/2010

05/04/2010

05/19/2010

05/11/2010

05/19/2010

04/21/2010

05/18/2010

04/23/2010

05/18/2010

04/23/2010

05/18/2010

04/23/2010

05/18/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | |
|--------|----------------------------------|
| Health | Resident Assessment Deficiencies |
| Health | Environmental Deficiencies |
| Health | Administration Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Environmental Deficiencies |
| Health | Environmental Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Quality Care Deficiencies |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| Make sure that doctors visit residents regularly, as required. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Keep accurate and appropriate medical records. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Pattern | Minimal harm or potential for actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents with reduced range of motion get proper treatment and services to | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|-------------------------------|----------------------------|
| 145239 | SAINT CLARE HOME | 5533 NORTH GALENA ROAD |
| 145611 | ST JAMES MANOR & VILLA | 1521 EAST RICHTON ROAD |
| 145708 | COUNTRY HEALTH | RURAL ROUTE 1 BOX 14 |
| 145989 | PARKER NURSING & REHAB CENTER | 516 WEST FRECH STREET |
| 146132 | SOUTH SUBURBAN REHAB CENTER | 19000 HALSTED |
| 14A112 | HANCOCK COUNTY NURSING HOME | 403 SOUTH ADAMS |
| 145126 | ALDEN LINCOLN REHAB & H C CTR | 504 WEST WELLINGTON AVENUE |
| 145160 | CAPITOL CARE CENTER | 555 WEST CARPENTER |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|----------------|----|-------|----------------|
| PEORIA HEIGHTS | IL | 61614 | (309) 682-5428 |
| CRETE | IL | 60417 | (708) 367-4401 |
| GIFFORD | IL | 61847 | (217) 568-7362 |
| STREATOR | IL | 61364 | (815) 672-9390 |
| HOMewood | IL | 60430 | (708) 957-9200 |
| CARTHAGE | IL | 62321 | (217) 357-6566 |
| CHICAGO | IL | 60657 | (773) 281-6200 |
| SPRINGFIELD | IL | 62702 | (217) 525-1880 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

05/04/2010

05/17/2010

05/17/2010

05/17/2010

05/14/2010

05/17/2010

05/17/2010

05/17/2010

04/28/2010

05/17/2010

04/23/2010

05/17/2010

05/13/2010

05/15/2010

04/21/2010

05/15/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|---------------------------|
| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|------------|---|
| proper treatment and services to increase range of motion. | | |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Pattern | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is safe, easy to use, clean and comfortable. | Pattern | Potential for minimal harm |
| Provide needed housekeeping and maintenance. | Widespread | Potential for minimal harm |
| Give professional services that follow each resident's written care plan. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|---------------------------------|---------------------------------|
| 145160 | CAPITOL CARE CENTER | 555 WEST CARPENTER |
| 145801 | PLEASANT VIEW LUTHER HOME | 505 COLLEGE AVENUE |
| 145601 | AVISTON COUNTRYSIDE MANOR | 450 WEST 1ST STREET |
| 145601 | AVISTON COUNTRYSIDE MANOR | 450 WEST 1ST STREET |
| 145714 | OAK PARK HEALTHCARE CENTER | 625 NORTH HARLEM |
| 145714 | OAK PARK HEALTHCARE CENTER | 625 NORTH HARLEM |
| 145806 | WARREN PARK HEALTH & LIVING CTR | 6700 NORTH DAMEN AVENUE |
| 145818 | ASTA CARE CENTER OF ROCKFORD | 707 WEST RIVERSIDE BOULEVARD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

SPRINGFIELD IL 62702 (217) 525-1880

OTTAWA IL 61350 (815) 434-1130

AVISTON IL 62216 (618) 228-7615

AVISTON IL 62216 (618) 228-7615

OAK PARK IL 60302 (708) 848-5966

OAK PARK IL 60302 (708) 848-5966

CHICAGO IL 60645 (773) 465-5000

ROCKFORD IL 61103 (815) 877-5752

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/21/2010

05/15/2010

04/14/2010

05/15/2010

04/22/2010

05/14/2010

04/22/2010

05/14/2010

05/11/2010

05/14/2010

05/11/2010

05/14/2010

04/27/2010

05/14/2010

04/29/2010

05/14/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Pattern | Minimal harm or potential for actual harm |
| Provide care in a way that keeps or builds each resident's dignity and self respect. | Isolated | Minimal harm or potential for actual harm |
| Provide services to meet the needs and preferences of each resident. | Isolated | Minimal harm or potential for actual harm |
| Keep safe, clean and homelike surroundings. | Pattern | Potential for minimal harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents are well nourished. | Pattern | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|----------------------------|-------------------------|
| 145923 | MANORCARE OF HIGHLAND PARK | 2773 SKOKIE VALLEY ROAD |
|--------|----------------------------|-------------------------|

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|--------|---|-------------------|
| 145988 | TRANSITIONS NURSING AND REHABILITATION CENTER | 1000 DIXON AVENUE |
|--------|---|-------------------|

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|--------|----------------------------|-------------------|
| 145995 | RENAISSANCE AT MIDWAY, THE | 4437 SOUTH CICERO |
|--------|----------------------------|-------------------|

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|--------|-------------------------|--------------------------|
| 145142 | ALDEN ALMA NELSON MANOR | 550 SOUTH MULFORD AVENUE |
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| 145142 | ALDEN ALMA NELSON MANOR | 550 SOUTH MULFORD AVENUE |
|--------|-------------------------|--------------------------|

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|--------|-------------------------|--------------------------|
| 145142 | ALDEN ALMA NELSON MANOR | 550 SOUTH MULFORD AVENUE |
|--------|-------------------------|--------------------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

HIGHLAND PARK IL 60035 (847) 266-9266

ROCK FALLS IL 61071 (815) 625-8510

CHICAGO IL 60632 (773) 884-0484

ROCKFORD IL 61108 (815) 484-1002

ROCKFORD IL 61108 (815) 484-1002

ROCKFORD IL 61108 (815) 484-1002

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/16/2010

05/14/2010

05/04/2010

05/14/2010

04/29/2010

05/14/2010

05/11/2010

05/13/2010

05/11/2010

05/13/2010

05/11/2010

05/13/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

highest quality of life possible.

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Isolated
Minimal harm or potential for actual harm

Provide enough notice before discharging or transferring a resident.

Isolated

Minimal harm or potential for actual harm

Give professional services that meet a professional standard of quality.

Isolated

Minimal harm or potential for actual harm

Protect each resident from all abuse, physical punishment, and being separated from others.

Isolated

Immediate jeopardy to resident health or safety

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Isolated

Immediate jeopardy to resident health or safety

Write and use policies that forbid mistreatment, neglect and abuse

Isolated

Immediate jeopardy to resident health or safety

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--|--------------------------|
| 145142 | ALDEN ALMA NELSON MANOR | 550 SOUTH MULFORD AVENUE |
| 145142 | ALDEN ALMA NELSON MANOR | 550 SOUTH MULFORD AVENUE |
| 145469 | PARIS HEALTH CARE CENTER | 1011 NORTH MAIN STREET |
| 145895 | STEPHENSON NURSING CENTER | 2946 SOUTH WALNUT ROAD |
| 145438 | COLLINSVILLE REHABILITATION & HEALTH CARE CENTER | 614 NORTH SUMMIT |
| 145714 | OAK PARK HEALTHCARE CENTER | 625 NORTH HARLEM |
| 145658 | PLUM GROVE NURSING & REHAB CENTER | 24 SOUTH PLUM GROVE ROAD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|--------------|----|-------|----------------|
| ROCKFORD | IL | 61108 | (815) 484-1002 |
| ROCKFORD | IL | 61108 | (815) 484-1002 |
| PARIS | IL | 61944 | (217) 465-5376 |
| FREEPORT | IL | 61032 | (815) 235-6173 |
| COLLINSVILLE | IL | 62234 | (618) 344-8476 |
| OAK PARK | IL | 60302 | (708) 848-5966 |
| PALATINE | IL | 60067 | (847) 358-0311 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

05/11/2010

05/13/2010

05/11/2010

05/13/2010

05/13/2010

05/13/2010

05/13/2010

05/13/2010

05/04/2010

05/12/2010

05/11/2010

05/12/2010

04/15/2010

05/11/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|------------|---|
| of residents and theft of residents' property. | | |
| Be administered in a way that leads to the highest possible level of well being for each resident. | Widespread | Minimal harm or potential for actual harm |
| Give or get special rehabilitation if in the patient's plan of care. | Isolated | Immediate jeopardy to resident health or safety |
| 1) Review the work of each nurse aide every year; or 2) give regular training for the nurse aides. | Widespread | Potential for minimal harm |
| Provide care in a way that keeps or builds each resident's dignity and self respect. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents are well nourished. | Pattern | Minimal harm or potential for actual harm |
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--------------------------------------|-----------------------------|
| 145714 | OAK PARK HEALTHCARE CENTER | 625 NORTH HARLEM |
| 145950 | ROCK ISLAND NURSING & REHB CENTER | 2545 24TH STREET |
| 145784 | BRIAR PLACE | 6800 WEST JOLIET |
| 145784 | BRIAR PLACE | 6800 WEST JOLIET |
| 145897 | LEBANON CARE CENTER | 1201 NORTH ALTON |
| 145792 | WOODBRIIDGE NURSING PAVILION | 2242 NORTH KEDZIE |
| 145440 | NEIGHBORS REHABILITATION CENTER, LLC | 811 WEST 2ND, PO BOX 585 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---------------------|----|-------|----------------|
| OAK PARK | IL | 60302 | (708) 848-5966 |
| ROCK ISLAND | IL | 61201 | (309) 788-0458 |
| INDIAN HEAD PARK | IL | 60525 | (708) 246-8500 |
| INDIAN HEAD PARK | IL | 60525 | (708) 246-8500 |
| LEBANON | IL | 62254 | (618) 537-4401 |
| CHICAGO | IL | 60647 | (773) 486-7700 |
| BYRON | IL | 61010 | (815) 234-2511 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

05/11/2010

05/11/2010

06/10/2010

05/11/2010

04/19/2010

05/10/2010

04/19/2010

05/10/2010

05/07/2010

05/10/2010

05/07/2010

05/08/2010

04/21/2010

05/07/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Administration Deficiencies |
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| Health | Mistreatment Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Mistreatment Deficiencies |
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| Health | Resident Assessment Deficiencies |
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| Health | Resident Rights Deficiencies |
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| Health | Environmental Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Hire nurse aides who have completed required training and shown that they are skilled. | Isolated | Minimal harm or potential for actual harm |
| Protect each resident from all abuse, physical punishment, and being separated from others. | Pattern | Immediate jeopardy to resident health or safety |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Protect each resident from all abuse, physical punishment, and being separated from others. | Isolated | Actual harm |
| Make a complete assessment that covers all questions for areas that are listed in official regulations. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|-------------------------------------|-----------------------|
| 145694 | ROSEWOOD CARE CENTER OF JOLIET | 3401 HENNEPIN DRIVE |
| 145694 | ROSEWOOD CARE CENTER OF JOLIET | 3401 HENNEPIN DRIVE |
| 145778 | MIDWAY NEUROLOGICAL / REHAB CENTER | 8540 SOUTH HARLEM |
| 145778 | MIDWAY NEUROLOGICAL / REHAB CENTER | 8540 SOUTH HARLEM |
| 145885 | MAYFIELD CARE CENTER | 5905 WEST WASHINGTON |
| 145985 | UNIVERSITY NURSING & REHABILITATION | UNIVERSITY DRIVE |
| 145246 | MANORCARE OF HINSDALE | 600 WEST OGDEN AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------------|----|-------|----------------|
| JOLIET | IL | 60435 | (815) 436-5900 |
| JOLIET | IL | 60435 | (815) 436-5900 |
| BRIDGEVIEW | IL | 60455 | (708) 598-2605 |
| BRIDGEVIEW | IL | 60455 | (708) 598-2605 |
| CHICAGO | IL | 60644 | (773) 261-7074 |
| EDWARDSVILLE | IL | 62025 | (618) 656-1081 |
| HINSDALE | IL | 60521 | (630) 325-9630 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

05/06/2010

05/07/2010

05/06/2010

05/07/2010

04/14/2010

05/07/2010

04/14/2010

05/07/2010

03/23/2010

05/07/2010

04/09/2010

05/07/2010

04/16/2010

05/06/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Pharmacy Service Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Resident Rights Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| accidents. | | |
| Make sure that residents are safe from serious medication errors. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Pattern | Minimal harm or potential for actual harm |
| Provide needed housekeeping and maintenance. | Pattern | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Pattern | Potential for minimal harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary. | Pattern | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145308 | MAPLEWOOD CARE | 50 NORTH JANE |
| 145308 | MAPLEWOOD CARE | 50 NORTH JANE |
| 145413 | ASTA CARE CENTER OF TOLUCA | 101 EAST VIA GHIGLIERI |
| 145413 | ASTA CARE CENTER OF TOLUCA | 101 EAST VIA GHIGLIERI |
| 145413 | ASTA CARE CENTER OF TOLUCA | 101 EAST VIA GHIGLIERI |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| ELGIN | IL | 60123 | (847) 697-3750 |
| ELGIN | IL | 60123 | (847) 697-3750 |
| TOLUCA | IL | 61369 | (815) 452-2367 |
| TOLUCA | IL | 61369 | (815) 452-2367 |
| TOLUCA | IL | 61369 | (815) 452-2367 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/23/2010

05/06/2010

04/23/2010

05/06/2010

04/08/2010

05/05/2010

04/27/2010

05/05/2010

04/27/2010

05/05/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Administration Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Widespread | Minimal harm or potential for actual harm |
| Get proof that a nurse aide has the training and skills that the State requires. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|------------------------------|---------------------------|
| 145413 | ASTA CARE CENTER OF TOLUCA | 101 EAST VIA GHIGLIERI |
| 145850 | CEDAR POINTE REHAB & NURSING | 5825 WEST CERMAK ROAD |
| 145850 | CEDAR POINTE REHAB & NURSING | 5825 WEST CERMAK ROAD |
| 145850 | CEDAR POINTE REHAB & NURSING | 5825 WEST CERMAK ROAD |
| 145850 | CEDAR POINTE REHAB & NURSING | 5825 WEST CERMAK ROAD |
| 145850 | CEDAR POINTE REHAB & NURSING | 5825 WEST CERMAK ROAD |
| 145183 | COLONIAL MANOR | 620 WARRINGTON AVENUE |
| 145454 | CARLINVILLE REHAB & HCC | 751 NORTH OAK STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| TOLUCA | IL | 61369 | (815) 452-2367 |
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| CICERO | IL | 60804 | (708) 656-9120 |
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| CICERO | IL | 60804 | (708) 656-9120 |
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| CICERO | IL | 60804 | (708) 656-9120 |
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| CICERO | IL | 60804 | (708) 656-9120 |
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| DANVILLE | IL | 61832 | (217) 446-0660 |
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| CARLINVILLE | IL | 62626 | (217) 854-2511 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/27/2010

05/05/2010

04/08/2010

05/05/2010

04/08/2010

05/05/2010

04/08/2010

05/05/2010

04/08/2010

05/05/2010

04/02/2010

05/04/2010

04/20/2010

05/04/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| residents. | | |
| Protect each resident from all abuse, physical punishment, and being separated from others. | Isolated | Actual harm |
| Let residents complain without being treated differently or badly. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Provide social services for related medical problems to help each resident achieve the highest possible quality of life. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents receive treatment/services to continue to be able to care for themselves, unless a change is unavoidable. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|------------------------------------|---------------------------|
| 145454 | CARLINVILLE REHAB & HCC | 751 NORTH OAK STREET |
| 145714 | OAK PARK HEALTHCARE CENTER | 625 NORTH HARLEM |
| 145714 | OAK PARK HEALTHCARE CENTER | 625 NORTH HARLEM |
| 145730 | CONTINENTAL NURSING & REHAB CENTER | 5336 NORTH WESTERN AVENUE |
| 145863 | MARION REHAB & NURSING CENTER | 1301 EAST DEYOUNG |
| 145863 | MARION REHAB & NURSING CENTER | 1301 EAST DEYOUNG |
| 145914 | SOUTHPOINT NURSING & REHAB CENTER | 1010 WEST 95TH STREET |
| 145914 | SOUTHPOINT NURSING & REHAB CENTER | 1010 WEST 95TH STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

CARLINVILLE IL 62626 (217) 854-2511

OAK PARK IL 60302 (708) 848-5966

OAK PARK IL 60302 (708) 848-5966

CHICAGO IL 60625 (773) 271-5600

MARION IL 62959 (618) 997-1365

MARION IL 62959 (618) 997-1365

CHICAGO IL 60643 (773) 298-1177

CHICAGO IL 60643 (773) 298-1177

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/20/2010

05/04/2010

04/21/2010

05/04/2010

04/21/2010

05/04/2010

04/20/2010

05/03/2010

04/27/2010

05/03/2010

04/27/2010

05/03/2010

04/30/2010

05/03/2010

04/30/2010

05/03/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.

Isolated

Minimal harm or potential for actual harm

Keep accurate and appropriate medical records.

Isolated

Minimal harm or potential for actual harm

Have a program to keep infection from spreading.

Isolated

Minimal harm or potential for actual harm

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.

Isolated

Minimal harm or potential for actual harm

Give professional services that follow each resident's written care plan.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is safe, easy to use, clean and comfortable.

Pattern

Minimal harm or potential for actual harm

Provide needed housekeeping and maintenance.

Widespread

Potential for minimal harm

Give professional services that meet a professional standard of

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | STREET |
|--------|-----------------------------------|-----------------------|
| 145914 | SOUTHPOINT NURSING & REHAB CENTER | 1010 WEST 95TH STREET |
| 146026 | LEWIS MEMORIAL CHRISTIAN VLG | 3400 WEST WASHINGTON |
| 146026 | LEWIS MEMORIAL CHRISTIAN VLG | 3400 WEST WASHINGTON |
| 145982 | MANORCARE OF NORTHBROOK | 3300 MILWAUKEE AVE. |
| 145183 | COLONIAL MANOR | 620 WARRINGTON AVENUE |
| 145727 | POLO REHAB & HCC | 703 EAST BUFFALO |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| CHICAGO | IL | 60643 | (773) 298-1177 |
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| SPRINGFIELD | IL | 62702 | (217) 787-9600 |
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| SPRINGFIELD | IL | 62702 | (217) 787-9600 |
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| NORTHBROOK | IL | 60062 | (847) 795-9700 |
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| DANVILLE | IL | 61832 | (217) 446-0660 |
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| POLO | IL | 61064 | (815) 946-2203 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/30/2010

05/03/2010

04/08/2010

05/03/2010

04/08/2010

05/03/2010

04/02/2010

05/02/2010

04/02/2010

05/01/2010

03/19/2010

05/01/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| meet a professional standard of quality. | | harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Have enough nurses to care for every resident in a way that maximizes the resident's well being. | Pattern | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|-------------------------------|------------------------------------|
| 14A112 | HANCOCK COUNTY NURSING HOME | 403 SOUTH ADAMS |
| 145029 | PROVENA VILLA FRANCISCAN | 210 NORTH SPRINGFIELD AVENUE |
| 145029 | PROVENA VILLA FRANCISCAN | 210 NORTH SPRINGFIELD AVENUE |
| 145735 | BURNHAM HEALTHCARE | 14500 SOUTH MANISTEE |
| 146002 | DAYSTAR CARE CENTER | 2001 CEDAR |
| 146076 | MANOR COURT OF CLINTON | 1 PARK LANE WEST |
| 145364 | CHAMPAIGN COUNTY NURSING HOME | 500 SOUTH ART BARTELL DRIVE |
| 145372 | DEERBROOK CARE CENTRE | 306 NORTH LARKIN AVENUE |
| 145705 | NATHAN HEALTH CARE CENTER | 5050 SUMMIT AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|------------|----|-------|----------------|
| CARTHAGE | IL | 62321 | (217) 357-6566 |
| JOLIET | IL | 60435 | (815) 725-3400 |
| JOLIET | IL | 60435 | (815) 725-3400 |
| BURNHAM | IL | 60633 | (708) 862-1260 |
| CAIRO | IL | 62914 | (618) 734-1700 |
| CLINTON | IL | 61727 | (217) 935-8500 |
| URBANA | IL | 61802 | (217) 384-3784 |
| JOLIET | IL | 60435 | (815) 744-5560 |
| EAST SAINT | IL | 62205 | (618) 874-3597 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/23/2010

05/01/2010

03/31/2010

04/30/2010

03/31/2010

04/30/2010

04/07/2010

04/30/2010

04/20/2010

04/30/2010

04/01/2010

04/30/2010

04/29/2010

04/29/2010

04/14/2010

04/29/2010

03/18/2010

04/29/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Have a program to keep infection from spreading. | Pattern | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Pattern | Minimal harm or potential for actual harm |
| Make sure that residents are safe | Pattern | Immediate jeopardy to resident health or |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|---------------------------|--------------------|
| 145705 | NATHAN HEALTH CARE CENTER | 5050 SUMMIT AVENUE |
| 145705 | NATHAN HEALTH CARE CENTER | 5050 SUMMIT AVENUE |
| 145705 | NATHAN HEALTH CARE CENTER | 5050 SUMMIT AVENUE |
| 145705 | NATHAN HEALTH CARE CENTER | 5050 SUMMIT AVENUE |
| 145705 | NATHAN HEALTH CARE CENTER | 5050 SUMMIT AVENUE |
| 145705 | NATHAN HEALTH CARE CENTER | 5050 SUMMIT AVENUE |
| 145705 | NATHAN HEALTH CARE CENTER | 5050 SUMMIT AVENUE |
| 145705 | NATHAN HEALTH CARE CENTER | 5050 SUMMIT AVENUE |
| 145705 | NATHAN HEALTH CARE CENTER | 5050 SUMMIT AVENUE |
| 145705 | NATHAN HEALTH CARE CENTER | 5050 SUMMIT AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|------------------|----|-------|----------------|
| EAST SAINT LOUIS | IL | 62205 | (618) 874-3597 |
| EAST SAINT LOUIS | IL | 62205 | (618) 874-3597 |
| EAST SAINT LOUIS | IL | 62205 | (618) 874-3597 |
| EAST SAINT LOUIS | IL | 62205 | (618) 874-3597 |
| EAST SAINT LOUIS | IL | 62205 | (618) 874-3597 |
| EAST SAINT LOUIS | IL | 62205 | (618) 874-3597 |
| EAST SAINT LOUIS | IL | 62205 | (618) 874-3597 |
| EAST SAINT LOUIS | IL | 62205 | (618) 874-3597 |
| EAST SAINT LOUIS | IL | 62205 | (618) 874-3597 |
| EAST SAINT LOUIS | IL | 62205 | (618) 874-3597 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/18/2010

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04/29/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | |
|--------|-------------------------------|
| Health | Pharmacy Service Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Pharmacy Service Deficiencies |
| Health | Administration Deficiencies |
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| Health | Administration Deficiencies |
| Health | Administration Deficiencies |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Make sure that residents are safe from serious medication errors. | Pattern | Immediate jeopardy to resident health or safety |
| Have enough nurses to care for every resident in a way that maximizes the resident's well being. | Widespread | Minimal harm or potential for actual harm |
| Use a registered nurse at least 8 hours a day, 7 days a week. | Widespread | Minimal harm or potential for actual harm |
| Properly mark drugs and other similar products. | Widespread | Minimal harm or potential for actual harm |
| Be administered in a way that leads to the highest possible level of well being for each resident. | Pattern | Immediate jeopardy to resident health or safety |
| Get proof that a nurse aide has the training and skills that the State requires. | Widespread | Minimal harm or potential for actual harm |
| 1) Review the work of each nurse aide every year; or 2) give regular training for the nurse aides. | Widespread | Minimal harm or potential for actual harm |
| Help the resident go to and from x-rays and other tests. | Isolated | Minimal harm or potential for actual harm |
| Keep accurate and appropriate medical records. | Pattern | Minimal harm or potential for actual harm |
| Set up or keep a group of people to review and ensure quality. | Widespread | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|---------------------------|--------------------|
| 145705 | NATHAN HEALTH CARE CENTER | 5050 SUMMIT AVENUE |
| 145705 | NATHAN HEALTH CARE CENTER | 5050 SUMMIT AVENUE |
| 145705 | NATHAN HEALTH CARE CENTER | 5050 SUMMIT AVENUE |
| 145705 | NATHAN HEALTH CARE CENTER | 5050 SUMMIT AVENUE |
| 145705 | NATHAN HEALTH CARE CENTER | 5050 SUMMIT AVENUE |
| 145705 | NATHAN HEALTH CARE CENTER | 5050 SUMMIT AVENUE |
| 145705 | NATHAN HEALTH CARE CENTER | 5050 SUMMIT AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|------------------|----|-------|----------------|
| EAST SAINT LOUIS | IL | 62205 | (618) 874-3597 |
| EAST SAINT LOUIS | IL | 62205 | (618) 874-3597 |
| EAST SAINT LOUIS | IL | 62205 | (618) 874-3597 |
| EAST SAINT LOUIS | IL | 62205 | (618) 874-3597 |
| EAST SAINT LOUIS | IL | 62205 | (618) 874-3597 |
| EAST SAINT LOUIS | IL | 62205 | (618) 874-3597 |
| EAST SAINT LOUIS | IL | 62205 | (618) 874-3597 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/18/2010

04/29/2010

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03/18/2010

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03/18/2010

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04/29/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Quality Care Deficiencies |
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| Health | Resident Rights Deficiencies |
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| Health | Mistreatment Deficiencies |
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| Health | Mistreatment Deficiencies |
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| Health | Mistreatment Deficiencies |
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| Health | Resident Rights Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Provide written records when a resident is transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Protect each resident from all abuse, physical punishment, and being separated from others. | Pattern | Immediate jeopardy to resident health or safety |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Pattern | Immediate jeopardy to resident health or safety |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Pattern | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

145705 NATHAN HEALTH CARE CENTER 5050 SUMMIT AVENUE

145983 RENAISSANCE AT 87TH STREET,THE 2940 WEST 87TH
STREET

145983 RENAISSANCE AT 87TH STREET,THE 2940 WEST 87TH
STREET

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| EAST SAINT LOUIS | IL | 62205 | (618) 874-3597 |
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| EAST SAINT LOUIS | IL | 62205 | (618) 874-3597 |
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| EAST SAINT LOUIS | IL | 62205 | (618) 874-3597 |
|---------------------|----|-------|----------------|

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|---------------------|----|-------|----------------|
| EAST SAINT LOUIS | IL | 62205 | (618) 874-3597 |
|---------------------|----|-------|----------------|

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|---------|----|-------|----------------|
| CHICAGO | IL | 60652 | (773) 434-8787 |
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| CHICAGO | IL | 60652 | (773) 434-8787 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/29/2010

04/29/2010

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04/29/2010

04/29/2010

04/29/2010

12/17/2009

04/29/2010

02/18/2010

04/29/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

significantly, or the resident must be transferred or discharged.

1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Actual harm

Make a complete assessment that covers all questions for areas that are listed in official regulations.

Isolated

Minimal harm or potential for actual harm

Give professional services that meet a professional standard of quality.

Isolated

Actual harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating

Isolated

Actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|--------------------------------|------------------------------|
| 145983 | RENAISSANCE AT 87TH STREET,THE | 2940 WEST 87TH STREET |
| 145686 | MORTON TERRACE CARE CENTER | 191 EAST QUEENWOOD ROAD |
| 145760 | COTILLION RIDGE NURSING CENTER | 600 EAST ROBINWOOD DRIVE |
| 14E847 | SPRINGFIELD CARE CENTER | 525 SO MARTIN LUTHER KING DR |
| 145395 | REHAB & CARE CTR - JACKSON CO | 1441 NORTH 14TH STREET |
| 145395 | REHAB & CARE CTR - JACKSON CO | 1441 NORTH 14TH STREET |
| 145648 | CENTRAL NURSING & REHAB CENTER | 2450 NORTH CENTRAL AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| CHICAGO | IL | 60652 | (773) 434-8787 |
| MORTON | IL | 61550 | (309) 266-5331 |
| ROBINSON | IL | 62454 | (618) 544-3192 |
| SPRINGFIELD | IL | 62703 | (217) 789-1680 |
| MURPHYSBORO | IL | 62966 | (618) 684-2136 |
| MURPHYSBORO | IL | 62966 | (618) 684-2136 |
| CHICAGO | IL | 60639 | (773) 889-1333 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/25/2010

04/29/2010

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04/28/2010

04/13/2010

04/28/2010

04/16/2010

04/28/2010

04/21/2010

04/27/2010

04/21/2010

04/27/2010

04/22/2010

04/26/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | | |
| Provide care in a way that keeps or builds each resident's dignity and self respect. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
| Provide enough notice before discharging or transferring a resident. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Keep each resident free from physical restraints, unless needed for medical treatment. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145864 | PRESIDENTIAL PAVILION | 8001 SOUTH WESTERN AVENUE |
| 145864 | PRESIDENTIAL PAVILION | 8001 SOUTH WESTERN AVENUE |
| 145864 | PRESIDENTIAL PAVILION | 8001 SOUTH WESTERN AVENUE |
| 145901 | LEMONT NURSING & REHAB CENTER | 12450 WALKER ROAD |
| 145259 | ALDEN PARK STRATHMOOR | 5668 STRATHMOOR DRIVE |
| 145259 | ALDEN PARK STRATHMOOR | 5668 STRATHMOOR DRIVE |
| 145384 | EDEN VILLAGE CARE CENTER | 400 SOUTH STATION ROAD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-------------|----|-------|----------------|
| CHICAGO | IL | 60620 | (773) 436-6600 |
| CHICAGO | IL | 60620 | (773) 436-6600 |
| CHICAGO | IL | 60620 | (773) 436-6600 |
| LEMONT | IL | 60439 | (630) 243-0400 |
| ROCKFORD | IL | 61107 | (815) 229-5200 |
| ROCKFORD | IL | 61107 | (815) 229-5200 |
| GLEN CARBON | IL | 62034 | (618) 288-5014 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/01/2010

04/26/2010

04/01/2010

04/26/2010

04/01/2010

04/25/2010

04/22/2010

04/25/2010

04/01/2010

04/23/2010

04/01/2010

04/23/2010

01/28/2010

04/23/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Help and prepare each resident for a safe and easy discharge and transfer from the nursing home. | Isolated | Minimal harm or potential for actual harm |
| Protect each resident from all abuse, physical punishment, and being separated from others. | Isolated | Minimal harm or potential for actual harm |
| Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care. | Pattern | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|-------------------------------------|-----------------------------------|
| 145468 | CAMBRIDGE NURSING & REHAB CENTER | 9615 NORTH KNOX AVENUE |
| 145468 | CAMBRIDGE NURSING & REHAB CENTER | 9615 NORTH KNOX AVENUE |
| 145981 | SWANSEA REHAB HEALTH CARE | 1405 NORTH SECOND STREET |
| 145981 | SWANSEA REHAB HEALTH CARE | 1405 NORTH SECOND STREET |
| 146082 | FRANKFORT HEALTHCARE & REHAB CENTER | 2500 EAST ST. LOUIS STREET |
| 146134 | SALINE CARE CENTER | 120 SOUTH LAND STREET, PO BOX 468 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|----|-------|----------------|
| SKOKIE | IL | 60076 | (847) 679-4161 |
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| SKOKIE | IL | 60076 | (847) 679-4161 |
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| SWANSEA | IL | 62226 | (618) 233-6625 |
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| SWANSEA | IL | 62226 | (618) 233-6625 |
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| WEST FRANKFORT | IL | 62896 | (618) 932-3236 |
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| HARRISBURG | IL | 62946 | (618) 252-7405 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/02/2010

04/23/2010

04/02/2010

04/23/2010

04/22/2010

04/23/2010

04/22/2010

04/23/2010

04/08/2010

04/23/2010

04/01/2010

04/23/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---|----------|---|
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|-----------------------------------|------------------------|
| 145439 | CHAMPAIGN URBANA REG REHAB CENTER | 302 WEST BURWASH |
| 145457 | ST VINCENT'S HOME | 1440 NORTH 10TH STREET |
| 145457 | ST VINCENT'S HOME | 1440 NORTH 10TH STREET |
| 145860 | GROVE NORTH LIVING & REHAB CTR | 9000 LA VERGNE AVENUE |
| 145911 | HERITAGE MANOR-GIBSON CITY | 620 EAST FIRST STREET |
| 145911 | HERITAGE MANOR-GIBSON CITY | 620 EAST FIRST STREET |
| 145241 | HELIA SOUTHBELT HEALTHCARE | 101 SOUTH BELT WEST |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| SAVOY | IL | 61874 | (217) 402-9700 |
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| QUINCY | IL | 62301 | (217) 224-3780 |
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| QUINCY | IL | 62301 | (217) 224-3780 |
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| SKOKIE | IL | 60077 | (847) 679-2322 |
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| GIBSON CITY | IL | 60936 | (217) 784-4257 |
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| GIBSON CITY | IL | 60936 | (217) 784-4257 |
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| BELLEVILLE | IL | 62220 | (618) 277-7700 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/22/2010

04/22/2010

04/02/2010

04/22/2010

04/02/2010

04/22/2010

04/19/2010

04/21/2010

04/21/2010

04/21/2010

04/21/2010

04/21/2010

04/01/2010

04/20/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

sores or heal existing bed sores.

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Actual harm

Properly mark drugs and other similar products.

Pattern

Minimal harm or potential for actual harm

Give professional services that meet a professional standard of quality.

Isolated

Minimal harm or potential for actual harm

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.

Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.

Isolated

Minimal harm or potential for actual harm

Provide services to meet the needs and preferences of each

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145468 | CAMBRIDGE NURSING & REHAB CENTER | 9615 NORTH KNOX AVENUE |
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| 145671 | PROVIDENCE SOUTH HOLLAND | 16300 WAUSAU STREET |
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| 145671 | PROVIDENCE SOUTH HOLLAND | 16300 WAUSAU STREET |
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| 145671 | PROVIDENCE SOUTH HOLLAND | 16300 WAUSAU STREET |
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| 145671 | PROVIDENCE SOUTH HOLLAND | 16300 WAUSAU STREET |
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| 145671 | PROVIDENCE SOUTH HOLLAND | 16300 WAUSAU STREET |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

SKOKIE IL 60076 (847) 679-4161

SOUTH HOLLAND IL 60473 (708) 596-5500

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/02/2010

04/20/2010

03/31/2010

04/20/2010

03/31/2010

04/20/2010

03/31/2010

04/20/2010

03/31/2010

04/20/2010

03/31/2010

04/20/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Nutrition and Dietary Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

resident.

| | | |
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| Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature. | Pattern | Minimal harm or potential for actual harm |
|---|---------|---|

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|---|----------|---|
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

| | | |
|---|----------|---|
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

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| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

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| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

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| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|-----------------------------------|----------------------------|
| 145671 | PROVIDENCE SOUTH HOLLAND | 16300 WAUSAU STREET |
| 145702 | FAIR OAKS REHAB & HEALTHCARE | 1515 BLACKHAWK BOULEVARD |
| 145702 | FAIR OAKS REHAB & HEALTHCARE | 1515 BLACKHAWK BOULEVARD |
| 145702 | FAIR OAKS REHAB & HEALTHCARE | 1515 BLACKHAWK BOULEVARD |
| 145753 | DANVILLE CARE CENTER | 1701 NORTH BOWMAN |
| 145813 | METROPOLIS NURSING & REHAB CENTER | 2299 METROPOLIS STREET |
| 14A057 | ALL AMERICAN NURSING HOME | 5448 NORTH BROADWAY STREET |
| 14A057 | ALL AMERICAN NURSING HOME | 5448 NORTH |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| [Redacted] | | | |
| SOUTH HOLLAND | IL | 60473 | (708) 596-5500 |
| [Redacted] | | | |
| SOUTH BELOIT | IL | 61080 | (815) 389-3911 |
| [Redacted] | | | |
| SOUTH BELOIT | IL | 61080 | (815) 389-3911 |
| [Redacted] | | | |
| SOUTH BELOIT | IL | 61080 | (815) 389-3911 |
| [Redacted] | | | |
| DANVILLE | IL | 61832 | (217) 443-2955 |
| [Redacted] | | | |
| METROPOLIS | IL | 62960 | (618) 524-2634 |
| [Redacted] | | | |
| CHICAGO | IL | 60640 | (773) 334-2224 |
| [Redacted] | | | |
| CHICAGO | IL | 60640 | (773) 334-2224 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/31/2010

04/20/2010

03/30/2010

04/20/2010

03/30/2010

04/20/2010

03/30/2010

04/20/2010

04/08/2010

04/20/2010

04/15/2010

04/20/2010

04/09/2010

04/20/2010

04/09/2010

04/20/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Nutrition and Dietary Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|------------|---|
| major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | | |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |
| Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature. | Isolated | Minimal harm or potential for actual harm |
| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
| Have a program to keep infection from spreading. | Pattern | Minimal harm or potential for actual harm |
| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents are well | Widespread | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|-------------------------------|-------------------------------|
| 14A057 | ALL AMERICAN NURSING HOME | 5448 NORTH BROADWAY STREET |
| 14A057 | ALL AMERICAN NURSING HOME | 5448 NORTH BROADWAY STREET |
| 14A057 | ALL AMERICAN NURSING HOME | 5448 NORTH BROADWAY STREET |
| 145611 | ST JAMES MANOR & VILLA | 1521 EAST RICHTON ROAD |
| 145611 | ST JAMES MANOR & VILLA | 1521 EAST RICHTON ROAD |
| 145623 | WALNUT GROVE VILLAGE | 1095 TWILIGHT DRIVE |
| 145924 | HELIA HEALTHCARE OF CHAMPAIGN | 1915 SOUTH MATTIS STREET |
| 145734 | EVERGREEN HEALTH CARE CENTER | 10124 SOUTH KEDZIE |
| 145734 | EVERGREEN HEALTH CARE CENTER | 10124 SOUTH KEDZIE |
| 146078 | PERSHING CONVALESCENT HOME | 3900 SOUTH OAK PARK AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|-------------------|----|-------|----------------|
| CHICAGO | IL | 60640 | (773) 334-2224 |
| CHICAGO | IL | 60640 | (773) 334-2224 |
| CHICAGO | IL | 60640 | (773) 334-2224 |
| CRETE | IL | 60417 | (708) 367-4401 |
| CRETE | IL | 60417 | (708) 367-4401 |
| MORRIS | IL | 60450 | (815) 942-5108 |
| CHAMPAIGN | IL | 61821 | (217) 352-0516 |
| EVERGREEN PARK | IL | 60805 | (708) 907-7000 |
| EVERGREEN PARK | IL | 60805 | (708) 907-7000 |
| STICKNEY | IL | 60402 | (708) 484-7543 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/09/2010

04/20/2010

04/09/2010

04/20/2010

04/02/2010

04/19/2010

04/02/2010

04/19/2010

03/24/2010

04/19/2010

03/25/2010

04/19/2010

04/13/2010

04/18/2010

04/13/2010

04/18/2010

04/13/2010

04/18/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | |
|--------|------------------------------------|
| Health | Nutrition and Dietary Deficiencies |
| Health | Environmental Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Environmental Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Mistreatment Deficiencies |
| Health | Pharmacy Service Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Environmental Deficiencies |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|------------|---|
| Make sure that residents are well nourished. | Widespread | Minimal harm or potential for actual harm |
| Make sure there is a program to prevent/deal with mice, insects, or other pests. | Isolated | Minimal harm or potential for actual harm |
| Give or get special rehabilitation if in the patient's plan of care. | Isolated | Minimal harm or potential for actual harm |
| Have a program to keep infection from spreading. | Pattern | Minimal harm or potential for actual harm |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Keep each resident free from drugs that restrain them, unless needed for medical treatment. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents are safe from serious medication errors. | Isolated | Immediate jeopardy to resident health or safety |
| Give professional services that meet a professional standard of quality. | Isolated | Immediate jeopardy to resident health or safety |
| Make sure that the nursing home area is free of dangers that cause | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

PARK AVENUE

146078

PERSHING CONVALESCENT HOME

3900 SOUTH OAK
PARK AVENUE

146125

ASSISI HEALTHCARE OF CLARE OAKS

829 CARILLON DRIVE

145970

WINDSOR PARK NURSING & LIVING CENTER

2649 EAST 75TH ST

145211

BRENTWOOD SUB-ACUTE HEALTHCARE
CENTER

5400 WEST 87TH
STREET

145427

ELDERCARE OF ALTON

3523 WICKENHAUSER

145440

NEIGHBORS REHABILITATION CENTER, LLC

811 WEST 2ND, PO
BOX 585

145614

CHATEAU NRSG & REHAB CENTER

7050 MADISON
STREET

145898

WOODSIDE EXTENDED CARE

120 WEST 26TH
STREET

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

STICKNEY IL 60402 (708) 484-7543

BARTLETT IL 60103 (630) 483-3905

CHICAGO IL 60649 (773) 356-9300

BURBANK IL 60459 (708) 423-1200

ALTON IL 62002 (618) 465-8887

BYRON IL 61010 (815) 234-2511

WILLOWBROOK IL 60521 (630) 323-6380

SOUTH CHICAGO HEIGHT IL 60411 (708) 756-5200

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/13/2010

04/18/2010

03/18/2010

04/18/2010

04/02/2010

04/17/2010

03/16/2010

04/16/2010

03/30/2010

04/16/2010

03/31/2010

04/16/2010

03/26/2010

04/16/2010

04/15/2010

04/16/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

area is free of dangers that cause accidents.

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Have a program to keep infection from spreading.

Isolated

Minimal harm or potential for actual harm

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.

Isolated

Minimal harm or potential for actual harm

Have a program to keep infection from spreading.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

Have a program to keep infection from spreading.

Pattern

Minimal harm or potential for actual harm

Have a program to keep infection from spreading.

Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if:

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

STREET

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| 145899 | LEXINGTON OF ORLAND PARK | 14601 SOUTH JOHN HUMPHREY DR |
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| 145899 | LEXINGTON OF ORLAND PARK | 14601 SOUTH JOHN HUMPHREY DR |
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| 146097 | EL PASO HEALTH CARE CENTER | 850 EAST SECOND STREET |
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| 145705 | NATHAN HEALTH CARE CENTER | 5050 SUMMIT AVENUE |
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| 145705 | NATHAN HEALTH CARE CENTER | 5050 SUMMIT AVENUE |
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| 145705 | NATHAN HEALTH CARE CENTER | 5050 SUMMIT AVENUE |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

HEIGHT

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| ORLAND PARK | IL | 60462 | (708) 349-8300 |
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| ORLAND PARK | IL | 60462 | (708) 349-8300 |
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| EL PASO | IL | 61738 | (309) 527-2700 |
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| EAST SAINT LOUIS | IL | 62205 | (618) 874-3597 |
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| EAST SAINT LOUIS | IL | 62205 | (618) 874-3597 |
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| EAST SAINT LOUIS | IL | 62205 | (618) 874-3597 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/23/2010

04/16/2010

03/23/2010

04/16/2010

04/02/2010

04/16/2010

03/18/2010

04/14/2010

03/18/2010

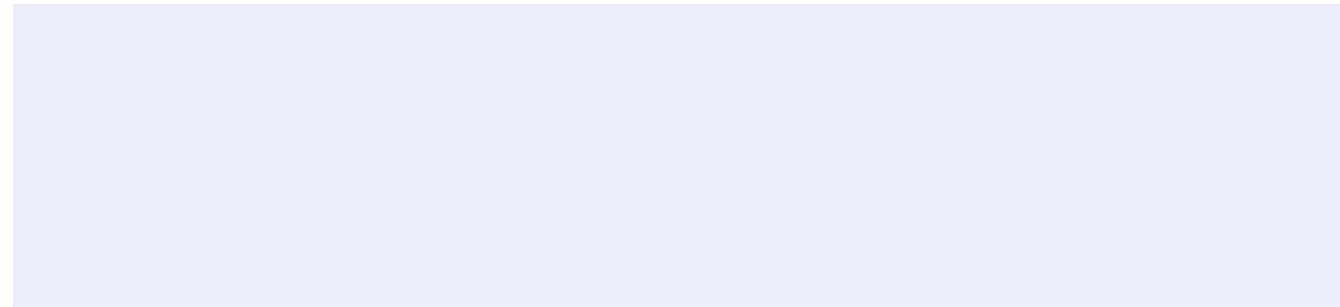
04/14/2010

03/18/2010

04/14/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency



Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Assessment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | | harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Pattern | Minimal harm or potential for actual harm |
| Give or get special rehabilitation if in the patient's plan of care. | Pattern | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make a complete assessment that covers all questions for areas that are listed in official regulations. | Pattern | Minimal harm or potential for actual harm |
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan | Pattern | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

145705 NATHAN HEALTH CARE CENTER 5050 SUMMIT AVENUE

145705 NATHAN HEALTH CARE CENTER 5050 SUMMIT AVENUE

145853 CENTRAL BAPTIST VILLAGE 4747 NORTH
CANFIELD AVENUE

145853 CENTRAL BAPTIST VILLAGE 4747 NORTH
CANFIELD AVENUE

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| EAST SAINT LOUIS | IL | 62205 | (618) 874-3597 |
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| EAST SAINT LOUIS | IL | 62205 | (618) 874-3597 |
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| NORRIDGE | IL | 60656 | (708) 583-8500 |
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| NORRIDGE | IL | 60656 | (708) 583-8500 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/18/2010

04/14/2010

03/18/2010

04/14/2010

03/26/2010

04/14/2010

03/26/2010

04/14/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Pattern

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must

Isolated

Actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145989 | PARKER NURSING & REHAB CENTER | 516 WEST FRECH STREET |
| 145989 | PARKER NURSING & REHAB CENTER | 516 WEST FRECH STREET |
| 145989 | PARKER NURSING & REHAB CENTER | 516 WEST FRECH STREET |
| 145989 | PARKER NURSING & REHAB CENTER | 516 WEST FRECH STREET |
| 146019 | WABASH CHRISTIAN RETIREMENT | COLLEGE BOULEVARD |
| 145043 | MANORCARE OF KANKAKEE | 900 WEST RIVER PLACE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| STREATOR | IL | 61364 | (815) 672-9390 |
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| STREATOR | IL | 61364 | (815) 672-9390 |
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| STREATOR | IL | 61364 | (815) 672-9390 |
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| STREATOR | IL | 61364 | (815) 672-9390 |
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| CARMI | IL | 62821 | (618) 382-4644 |
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| KANKAKEE | IL | 60901 | (815) 933-1711 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/05/2010

04/13/2010

02/05/2010

04/13/2010

02/05/2010

04/13/2010

02/05/2010

04/13/2010

03/29/2010

04/12/2010

03/18/2010

04/10/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| be transferred or discharged. | | |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Immediate jeopardy to resident health or safety |
| Provide care in a way that keeps or builds each resident's dignity and self respect. | Isolated | Actual harm |
| Make sure that the nursing home area is safe, easy to use, clean and comfortable. | Widespread | Immediate jeopardy to resident health or safety |
| 1) Set up a group that is legally responsible for writing and setting up policies for leading and running the nursing home; or 2) hire a properly licensed administrator. | Widespread | Immediate jeopardy to resident health or safety |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145043 | MANORCARE OF KANKAKEE | 900 WEST RIVER PLACE |
| 145234 | FREEPORT REHAB & HEALTH CARE CENTER | 900 SOUTH KIWANIS DRIVE |
| 145234 | FREEPORT REHAB & HEALTH CARE CENTER | 900 SOUTH KIWANIS DRIVE |
| 145384 | EDEN VILLAGE CARE CENTER | 400 SOUTH STATION ROAD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| KANKAKEE | IL | 60901 | (815) 933-1711 |
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| FREEPORT | IL | 61032 | (815) 235-6196 |
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| FREEPORT | IL | 61032 | (815) 235-6196 |
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| GLEN CARBON | IL | 62034 | (618) 288-5014 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/18/2010

04/10/2010

03/19/2010

04/09/2010

03/19/2010

04/09/2010

01/28/2010

04/09/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Provide services to meet the needs and preferences of each resident. | Isolated | Minimal harm or potential for actual harm |
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145384 | EDEN VILLAGE CARE CENTER | 400 SOUTH STATION ROAD |
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| 145384 | EDEN VILLAGE CARE CENTER | 400 SOUTH STATION ROAD |
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| 145384 | EDEN VILLAGE CARE CENTER | 400 SOUTH STATION ROAD |
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| 145438 | COLLINSVILLE REHABILITATION & HEALTH CARE CENTER | 614 NORTH SUMMIT |
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| 145438 | COLLINSVILLE REHABILITATION & HEALTH CARE CENTER | 614 NORTH SUMMIT |
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| 145713 | MOMENCE MEADOWS NURSING & REHAB | 500 SOUTH WALNUT |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| GLEN CARBON | IL | 62034 | (618) 288-5014 |
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| GLEN CARBON | IL | 62034 | (618) 288-5014 |
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| GLEN CARBON | IL | 62034 | (618) 288-5014 |
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| COLLINSVILLE | IL | 62234 | (618) 344-8476 |
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| COLLINSVILLE | IL | 62234 | (618) 344-8476 |
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| MOMENCE | IL | 60954 | (815) 472-2423 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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04/09/2010

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01/28/2010

04/09/2010

03/05/2010

04/09/2010

03/05/2010

04/09/2010

03/23/2010

04/09/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Administration Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

be transferred or discharged.

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.

Isolated

Minimal harm or potential for actual harm

Keep accurate and appropriate medical records.

Isolated

Minimal harm or potential for actual harm

1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

Make sure that residents who

Pattern

Minimal harm or potential for actual

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145713 | MOMENCE MEADOWS NURSING & REHAB | 500 SOUTH WALNUT |
| 145713 | MOMENCE MEADOWS NURSING & REHAB | 500 SOUTH WALNUT |
| 145718 | CRESTWOOD CARE CENTRE | 14255 SOUTH CICERO AVENUE |
| 145961 | BEL-WOOD NURSING HOME | 6701 WEST PLANK ROAD |
| 145963 | ALDEN ORLAND PARK REHAB & HCC | 16450 SOUTH 97TH AVENUE |
| 146012 | SYCAMORE | 720 SYCAMORE |
| 146012 | SYCAMORE | 720 SYCAMORE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| MOMENCE | IL | 60954 | (815) 472-2423 |
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| MOMENCE | IL | 60954 | (815) 472-2423 |
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| CRESTWOOD | IL | 60445 | (708) 371-0400 |
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| PEORIA | IL | 61604 | (309) 697-4541 |
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| ORLAND PARK | IL | 60462 | (708) 403-6500 |
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| QUINCY | IL | 62301 | (217) 222-1480 |
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| QUINCY | IL | 62301 | (217) 222-1480 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/23/2010

04/09/2010

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04/09/2010

03/23/2010

04/09/2010

04/01/2010

04/09/2010

03/23/2010

04/09/2010

03/30/2010

04/09/2010

03/30/2010

04/09/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| cannot care for themselves receive help with eating/drinking, grooming and hygiene. | | harm |
| Protect residents from mistreatment, neglect, and/or theft of personal property. | Pattern | Minimal harm or potential for actual harm |
| Provide services to meet the needs and preferences of each resident. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Provide services to meet the needs and preferences of each resident. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|------------------------------|---------------------------------|
| 146012 | SYCAMORE | 720 SYCAMORE |
| 146045 | HELIA HEALTHCARE OF ENERGY | 210 EAST COLLEGE, PO BOX 519 |
| 146117 | CASEY HEALTHCARE CENTER | 100 N.E. 15TH COURT |
| 145259 | ALDEN PARK STRATHMOOR | 5668 STRATHMOOR DRIVE |
| 145645 | FOREST HILL HEALTH AND REHAB | 4747 11TH STREET |
| 145645 | FOREST HILL HEALTH AND REHAB | 4747 11TH STREET |
| 145645 | FOREST HILL HEALTH AND REHAB | 4747 11TH STREET |
| 145645 | FOREST HILL HEALTH AND REHAB | 4747 11TH STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| QUINCY | IL | 62301 | (217) 222-1480 |
| ENERGY | IL | 62933 | (618) 942-7014 |
| CASEY | IL | 62420 | (217) 932-5217 |
| ROCKFORD | IL | 61107 | (815) 229-5200 |
| EAST MOLINE | IL | 61244 | (309) 796-0922 |
| EAST MOLINE | IL | 61244 | (309) 796-0922 |
| EAST MOLINE | IL | 61244 | (309) 796-0922 |
| EAST MOLINE | IL | 61244 | (309) 796-0922 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/30/2010

04/09/2010

03/16/2010

04/09/2010

03/31/2010

04/09/2010

03/23/2010

04/08/2010

04/07/2010

04/08/2010

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04/08/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Environmental Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Resident Assessment Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Pharmacy Service Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Give each resident enough fluids to keep them healthy and prevent dehydration. | Isolated | Actual harm |
| 1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145735 | BURNHAM HEALTHCARE | 14500 SOUTH MANISTEE |
| 145778 | MIDWAY NEUROLOGICAL / REHAB CENTER | 8540 SOUTH HARLEM |
| 145891 | ROSEWOOD CARE CENTER OF ROCKFORD | 1660 SOUTH MULFORD |
| 146093 | MEADOWBROOK MANOR - LAGRANGE | 339 9TH AVENUE |
| 146093 | MEADOWBROOK MANOR - LAGRANGE | 339 9TH AVENUE |
| 146093 | MEADOWBROOK MANOR - LAGRANGE | 339 9TH AVENUE |
| 146093 | MEADOWBROOK MANOR - LAGRANGE | 339 9TH AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| BURNHAM | IL | 60633 | (708) 862-1260 |
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| BRIDGEVIEW | IL | 60455 | (708) 598-2605 |
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| ROCKFORD | IL | 61108 | (815) 397-8700 |
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| LA GRANGE | IL | 60525 | (708) 354-4660 |
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| LA GRANGE | IL | 60525 | (708) 354-4660 |
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| LA GRANGE | IL | 60525 | (708) 354-4660 |
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| LA GRANGE | IL | 60525 | (708) 354-4660 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/07/2010

04/08/2010

04/08/2010

04/08/2010

03/29/2010

04/08/2010

02/11/2010

04/07/2010

03/18/2010

04/07/2010

03/18/2010

04/07/2010

03/18/2010

04/07/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

is carefully watched; or 3) stop or change drugs that cause unwanted effects.

Provide services to meet the needs and preferences of each resident.

Widespread

Potential for minimal harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Keep each resident free from

Isolated

Minimal harm or potential for actual

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145234 | FREEMPORT REHAB & HEALTH CARE CENTER | 900 SOUTH KIWANIS DRIVE |
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| 145234 | FREEMPORT REHAB & HEALTH CARE CENTER | 900 SOUTH KIWANIS DRIVE |
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| 145817 | FRIENDSHIP HOUSE OF CENTRALIA | 1000 MARTIN LUTHER KING DRIVE |
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| 145817 | FRIENDSHIP HOUSE OF CENTRALIA | 1000 MARTIN LUTHER KING DRIVE |
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| 1.40E+246 | CARE CENTER OF JACKSONVILLE | 1320 TENDICK, P O BOX 1115 |
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| 145234 | FREEMPORT REHAB & HEALTH CARE CENTER | 900 SOUTH KIWANIS DRIVE |
|--------|--------------------------------------|-------------------------|

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|--------|-----------|-----------------|
| 145382 | LEE MANOR | 1301 LEE STREET |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

FREEPORT IL 61032 (815) 235-6196

FREEPORT IL 61032 (815) 235-6196

CENTRALIA IL 62801 (618) 532-3642

CENTRALIA IL 62801 (618) 532-3642

JACKSONVILLE IL 62650 (217) 243-6405

FREEPORT IL 61032 (815) 235-6196

DES PLAINES IL 60018 (847) 635-4000

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/19/2010

04/06/2010

03/19/2010

04/06/2010

03/17/2010

04/06/2010

03/17/2010

04/06/2010

04/06/2010

04/06/2010

03/19/2010

04/05/2010

03/05/2010

04/04/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| physical restraints, unless needed for medical treatment. | | harm |
| Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Keep each resident's personal and medical records private and confidential. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that follow each resident's written care plan. | Isolated | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Pattern | Potential for minimal harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|-------------------------------|--------------------------------|
| 145382 | LEE MANOR | 1301 LEE STREET |
| 145364 | CHAMPAIGN COUNTY NURSING HOME | 500 SOUTH ART BARTELL DRIVE |
| 145364 | CHAMPAIGN COUNTY NURSING HOME | 500 SOUTH ART BARTELL DRIVE |
| 145499 | FAYETTE COUNTY HOSPITAL | 650 W TAYLOR ST |
| 145499 | FAYETTE COUNTY HOSPITAL | 650 W TAYLOR ST |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| DES PLAINES | IL | 60018 | (847) 635-4000 |
| URBANA | IL | 61802 | (217) 384-3784 |
| URBANA | IL | 61802 | (217) 384-3784 |
| VANDALIA | IL | 62471 | (618) 283-1231 |
| VANDALIA | IL | 62471 | (618) 283-1231 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/01/2010

04/04/2010

04/02/2010

04/03/2010

04/02/2010

04/03/2010

03/16/2010

04/02/2010

03/16/2010

04/02/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| Make sure that residents are safe from serious medication errors. | Isolated | Actual harm |
| Make sure that residents receive treatment/services to continue to be able to care for themselves, unless a change is unavoidable. | Pattern | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 1.40E+149 | BRYN MAWR CARE | 5547 NORTH KENMORE |
| 1.40E+149 | BRYN MAWR CARE | 5547 NORTH KENMORE |
| 1.40E+149 | BRYN MAWR CARE | 5547 NORTH KENMORE |
| 145337 | BRONZEVILLE PARK NSG & LVG CTR | 3400 SOUTH INDIANA |
| 145337 | BRONZEVILLE PARK NSG & LVG CTR | 3400 SOUTH INDIANA |
| 145337 | BRONZEVILLE PARK NSG & LVG CTR | 3400 SOUTH INDIANA |
| 145389 | WATSEKA REHAB & HLTH CARE CTR | 715 EAST RAYMOND ROAD |
| 145480 | MATTOON HEALTHCARE AND REHAB CTR | 2121 SOUTH NINTH |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---------|----|-------|----------------|
| CHICAGO | IL | 60640 | (773) 561-7040 |
| CHICAGO | IL | 60640 | (773) 561-7040 |
| CHICAGO | IL | 60640 | (773) 561-7040 |
| CHICAGO | IL | 60616 | (312) 842-5000 |
| CHICAGO | IL | 60616 | (312) 842-5000 |
| CHICAGO | IL | 60616 | (312) 842-5000 |
| WATSEKA | IL | 60970 | (815) 432-5476 |
| MATTOON | IL | 61938 | (217) 235-7138 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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03/25/2010

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03/18/2010

04/01/2010

03/24/2010

04/01/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| abuse, neglect or mistreatment of residents. | | |
| Be administered in a way that leads to the highest possible level of well being for each resident. | Widespread | Actual harm |
| Protect each resident from all abuse, physical punishment, and being separated from others. | Widespread | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Widespread | Actual harm |
| Protect residents from mistreatment, neglect, and/or theft of personal property. | Isolated | Actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Pattern | Minimal harm or potential for actual harm |
| Provide social services for related medical problems to help each resident achieve the highest possible quality of life. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|-------------------------------|--------------------------|
| 145654 | LAKEVIEW NURSING & REHAB CTRE | 735 WEST DIVERSEY |
| 145691 | HALLMARK HOUSE NURSING CENTER | 2501 ALLENTOWN ROAD |
| 145732 | HERITAGE MANOR-NORMAL | 509 NORTH ADELAIDE |
| 145736 | ALDEN TOWN MANOR REHAB & HCC | 6120 WEST OGDEN |
| 145736 | ALDEN TOWN MANOR REHAB & HCC | 6120 WEST OGDEN |
| 146098 | SHARON HEALTH CARE ELMS | 3611 NORTH ROCHELLE |
| 145235 | LAKEFRONT NSG & REHAB CTR | 7618 NORTH SHERIDAN ROAD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| CHICAGO | IL | 60614 | (773) 348-4055 |
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| PEKIN | IL | 61554 | (309) 347-3121 |
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| NORMAL | IL | 61761 | (309) 452-7468 |
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| CICERO | IL | 60804 | (708) 863-0500 |
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| CICERO | IL | 60804 | (708) 863-0500 |
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| PEORIA | IL | 61604 | (309) 688-4412 |
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| CHICAGO | IL | 60626 | (773) 743-7711 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/15/2010

04/01/2010

04/01/2010

04/01/2010

03/04/2010

04/01/2010

03/30/2010

04/01/2010

03/30/2010

04/01/2010

04/01/2010

04/01/2010

03/22/2010

03/31/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Pharmacy Service Deficiencies

Health

Pharmacy Service Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| services to get or keep the highest quality of life possible. | | harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Properly mark drugs and other similar products. | Pattern | Minimal harm or potential for actual harm |
| 1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Immediate jeopardy to resident health or safety |
| Be administered in a way that leads to the highest possible level of well being for each resident. | Isolated | Immediate jeopardy to resident health or safety |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145438 | COLLINSVILLE REHABILITATION & HEALTH CARE CENTER | 614 NORTH SUMMIT |
| 145872 | ALDEN LONG GROVE REHAB &HC CTR | BOX 2308 RFD HICKS ROAD |
| 145388 | RICHLAND CARE & REHAB | 410 EAST MACK |
| 145655 | V I P MANOR | 393 EDWARDSVILLE ROAD |
| 1.40E+169 | WINCREST NURSING CENTER CORP | 6326 NORTH WINTHROP AVENUE |
| 14E322 | SHARON HEALTH CARE PINES | 3614 NORTH ROCHELLE |
| 145031 | HEARTLAND OF NORMAL | 510 BROADWAY |
| 145336 | WARREN BARR PAVILION | 66 WEST OAK STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| COLLINSVILLE | IL | 62234 | (618) 344-8476 |
| LONG GROVE | IL | 60047 | (847) 438-8275 |
| OLNEY | IL | 62450 | (618) 395-7421 |
| WOOD RIVER | IL | 62095 | (618) 259-4111 |
| CHICAGO | IL | 60660 | (773) 338-7800 |
| PEORIA | IL | 61604 | (309) 688-0350 |
| NORMAL | IL | 61761 | (309) 452-4406 |
| CHICAGO | IL | 60610 | (312) 705-5100 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/05/2010

03/31/2010

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03/09/2010

03/29/2010

03/08/2010

03/29/2010

02/26/2010

03/27/2010

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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Quality Care Deficiencies |
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| Health | Resident Rights Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Mistreatment Deficiencies |
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| Health | Environmental Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Provide social services for related medical problems to help each resident achieve the highest possible quality of life. | Isolated | Minimal harm or potential for actual harm |
| Provide enough notice before discharging or transferring a resident. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Provide clean bed and bath linens that are in good condition. | Pattern | Potential for minimal harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Immediate jeopardy to resident health or safety |
| Make sure that the nursing home | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

145427 ELDERCARE OF ALTON 3523 WICKENHAUSER

145427 ELDERCARE OF ALTON 3523 WICKENHAUSER

145453 ALDEN TERRACE OF MCHENRY REHAB 803 ROYAL DRIVE

145666 CENTRALIA MANOR 1910 EAST MCCORD
RTE 161 EAST

145666 CENTRALIA MANOR 1910 EAST MCCORD
RTE 161 EAST

145666 CENTRALIA MANOR 1910 EAST MCCORD
RTE 161 EAST

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| ALTON | IL | 62002 | (618) 465-8887 |
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| ALTON | IL | 62002 | (618) 465-8887 |
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| MCHENRY | IL | 60050 | (815) 344-2600 |
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| CENTRALIA | IL | 62801 | (618) 533-1200 |
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| CENTRALIA | IL | 62801 | (618) 533-1200 |
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| CENTRALIA | IL | 62801 | (618) 533-1200 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/02/2010

03/26/2010

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03/26/2010

03/05/2010

03/26/2010

03/04/2010

03/26/2010

03/04/2010

03/26/2010

03/04/2010

03/26/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

area is free of dangers that cause accidents.

harm

1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.

Actual harm

Give professional services that meet a professional standard of quality.

Isolated

Actual harm

Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.

Pattern

Potential for minimal harm

Provide services to meet the needs and preferences of each resident.

Pattern

Minimal harm or potential for actual harm

Give each resident enough fluids to keep them healthy and prevent dehydration.

Isolated

Actual harm

1) Make sure that residents who take drugs are not given too many doses or for too long; 2)

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145666 | CENTRALIA MANOR | 1910 EAST MCCORD RTE 161 EAST |
| 145666 | CENTRALIA MANOR | 1910 EAST MCCORD RTE 161 EAST |
| 145681 | PROVIDENCE PALOS HEIGHTS | 13259 SOUTH CENTRAL AVENUE |
| 145895 | STEPHENSON NURSING CENTER | 2946 SOUTH WALNUT ROAD |
| 145895 | STEPHENSON NURSING CENTER | 2946 SOUTH WALNUT ROAD |
| 145913 | EXCEPTIONAL CARE, LLC | 5701 WEST 79TH STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| CENTRALIA | IL | 62801 | (618) 533-1200 |
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| CENTRALIA | IL | 62801 | (618) 533-1200 |
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| PALOS HEIGHTS | IL | 60463 | (708) 597-1000 |
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| FREEPORT | IL | 61032 | (815) 235-6173 |
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| FREEPORT | IL | 61032 | (815) 235-6173 |
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| BURBANK | IL | 60459 | (708) 499-5400 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/04/2010

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03/04/2010

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03/09/2010

03/26/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency



Health

Pharmacy Service Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects. | | |
| Make sure that residents are safe from serious medication errors. | Isolated | Actual harm |
| Keep accurate and appropriate medical records. | Isolated | Minimal harm or potential for actual harm |
| Have enough nurses to care for every resident in a way that maximizes the resident's well being. | Pattern | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145190 | HEARTLAND OF CHAMPAIGN | 309 EAST SPRINGFIELD |
| 145190 | HEARTLAND OF CHAMPAIGN | 309 EAST SPRINGFIELD |
| 145190 | HEARTLAND OF CHAMPAIGN | 309 EAST SPRINGFIELD |
| 145190 | HEARTLAND OF CHAMPAIGN | 309 EAST SPRINGFIELD |
| 145190 | HEARTLAND OF CHAMPAIGN | 309 EAST SPRINGFIELD |
| 145727 | POLO REHAB & HCC | 703 EAST BUFFALO |
| 145765 | HERITAGE NURSING HOME | 5888 NORTH RIDGE |
| 145816 | LEXINGTON OF LAKE ZURICH | 900 SOUTH RAND ROAD |
| 145016 | HERITAGE MANOR-BLOOMINGTON | 700 EAST WALNUT |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

CHAMPAIGN IL 61820 (217) 352-5135

POLO IL 61064 (815) 946-2203

CHICAGO IL 60660 (773) 769-2626

LAKE ZURICH IL 60047 (847) 726-1200

BLOOMINGTON IL 61701 (309) 827-8004

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/14/2010 03/25/2010

01/14/2010 03/25/2010

01/14/2010 03/25/2010

01/14/2010 03/25/2010

02/16/2010 03/25/2010

03/25/2010 03/25/2010

03/11/2010 03/25/2010

02/25/2010 03/25/2010

03/11/2010 03/24/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

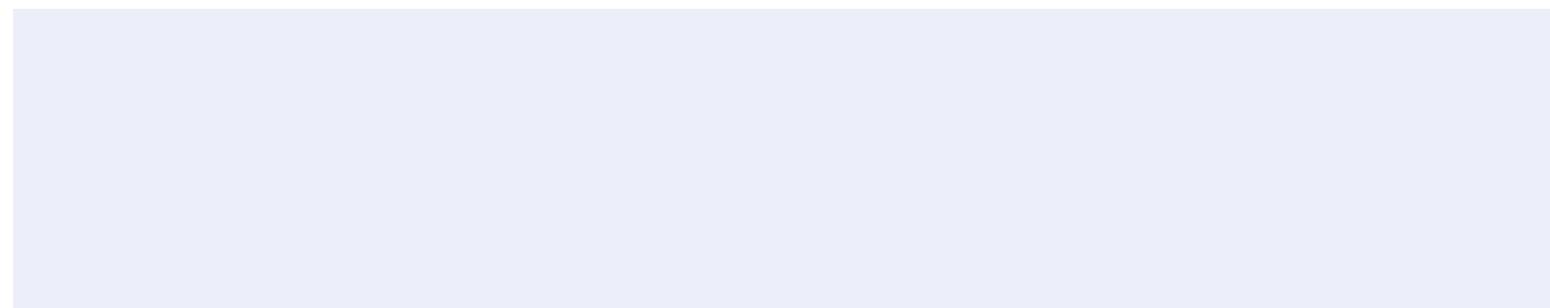
Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Protect residents from mistreatment, neglect, and/or theft of personal property. | Isolated | Actual harm |
| Give professional services that follow each resident's written care plan. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure there is a program to prevent/deal with mice, insects, or other pests. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Immediately tell the resident, doctor, and a family member if: | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency



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|--------|----------------------------|-----------------|
| 145016 | HERITAGE MANOR-BLOOMINGTON | 700 EAST WALNUT |
|--------|----------------------------|-----------------|

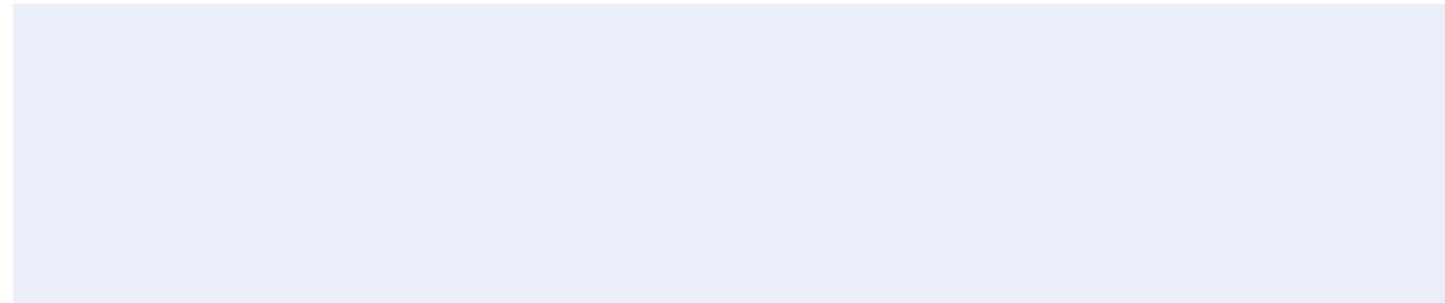
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| 145016 | HERITAGE MANOR-BLOOMINGTON | 700 EAST WALNUT |
|--------|----------------------------|-----------------|

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| 145817 | FRIENDSHIP HOUSE OF CENTRALIA | 1000 MARTIN LUTHER KING DRIVE |
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| 145031 | HEARTLAND OF NORMAL | 510 BROADWAY |
|--------|---------------------|--------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency



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|-------------|----|-------|----------------|
| BLOOMINGTON | IL | 61701 | (309) 827-8004 |
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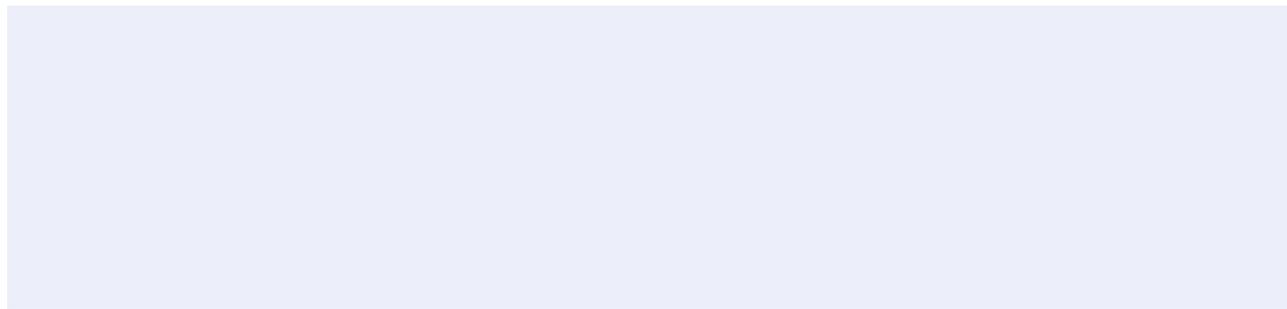
| | | | |
|-------------|----|-------|----------------|
| BLOOMINGTON | IL | 61701 | (309) 827-8004 |
|-------------|----|-------|----------------|

| | | | |
|-----------|----|-------|----------------|
| CENTRALIA | IL | 62801 | (618) 532-3642 |
|-----------|----|-------|----------------|

| | | | |
|--------|----|-------|----------------|
| NORMAL | IL | 61761 | (309) 452-4406 |
|--------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency



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03/24/2010



03/11/2010

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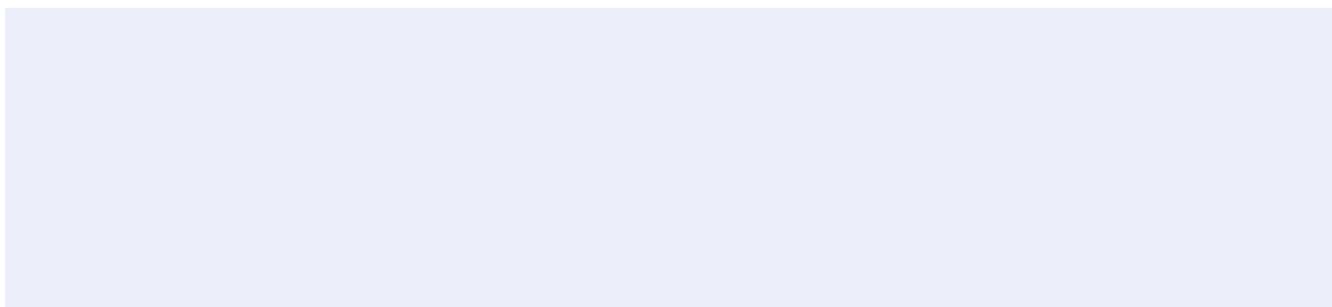


07/09/2010

03/23/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency



Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Pharmacy Service Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

doctor, and a family member if:
the resident is injured, there is a
major change in resident's
physical/mental health, there is a
need to alter treatment
significantly, or the resident must
be transferred or discharged.

Properly care for residents
needing special services,
including: injections, colostomy,
ureostomy, ileostomy,
tracheostomy care, tracheal
suctioning, respiratory care, foot
care, and prostheses.

Isolated

Minimal harm or potential for actual
harm

Give or get lab tests to meet the
needs of residents.

Isolated

Minimal harm or potential for actual
harm

Immediately tell the resident,
doctor, and a family member if:
the resident is injured, there is a
major change in resident's
physical/mental health, there is a
need to alter treatment
significantly, or the resident must
be transferred or discharged.

Isolated

Minimal harm or potential for actual
harm

Make sure that residents are safe
from serious medication errors.

Isolated

Minimal harm or potential for actual
harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|---------------------------------|----------------------------|
| 145319 | HERITAGE MANOR-EL PASO | 555 EAST CLAY |
| 145571 | CEDAR RIDGE HEALTH REHAB CENTER | ONE PERRYMAN STREET |
| 145681 | PROVIDENCE PALOS HEIGHTS | 13259 SOUTH CENTRAL AVENUE |
| 145714 | OAK PARK HEALTHCARE CENTER | 625 NORTH HARLEM |
| 145714 | OAK PARK HEALTHCARE CENTER | 625 NORTH HARLEM |
| 145714 | OAK PARK HEALTHCARE CENTER | 625 NORTH HARLEM |
| 145728 | MANOR COURT OF MARYVILLE | OFF STATE ROUTE 162 |
| 145728 | MANOR COURT OF MARYVILLE | OFF STATE ROUTE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

EL PASO IL 61738 (309) 527-6240

LEBANON IL 62254 (618) 537-6165

PALOS HEIGHTS IL 60463 (708) 597-1000

OAK PARK IL 60302 (708) 848-5966

OAK PARK IL 60302 (708) 848-5966

OAK PARK IL 60302 (708) 848-5966

MARYVILLE IL 62062 (618) 288-5999

MARYVILLE IL 62062 (618) 288-5999

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/09/2010

03/23/2010

03/04/2010

03/23/2010

03/04/2010

03/23/2010

02/24/2010

03/23/2010

02/24/2010

03/23/2010

02/24/2010

03/23/2010

03/04/2010

03/23/2010

03/04/2010

03/23/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature. | Isolated | Minimal harm or potential for actual harm |
| Provide social services for related medical problems to help each resident achieve the highest possible quality of life. | Isolated | Minimal harm or potential for actual harm |
| Screen residents when they are first admitted to send them to an area with special care for people with developmental disabilities or mental illness, if needed. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give professional services that meet a professional standard of quality. | Pattern | Minimal harm or potential for actual harm |
| 1) Hire only people who have no | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

162

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|--------|-------------------------------|--------------------------|
| 145887 | WAUCONDA HEALTHCARE AND REHAB | 176 THOMAS COURT |
| 146061 | WESTBURY CARE CENTER | 1800 ROBIN LANE |
| 145926 | VERMILION MANOR NURSING HOME | 14792 CATLIN TILTON ROAD |
| 145697 | KNOX COUNTY NURSING HOME | 800 NORTH MARKET STREET |
| 145700 | LEXINGTON OF CHICAGO RIDGE | 10300 SOUTHWEST HIGHWAY |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|----------|----|-------|----------------|
| WAUCONDA | IL | 60084 | (847) 526-5551 |
|----------|----|-------|----------------|

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|-------|----|-------|----------------|
| LISLE | IL | 60532 | (630) 353-5519 |
|-------|----|-------|----------------|

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|----------|----|-------|----------------|
| DANVILLE | IL | 61834 | (217) 443-6430 |
|----------|----|-------|----------------|

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| KNOXVILLE | IL | 61448 | (309) 289-2338 |
|-----------|----|-------|----------------|

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| CHICAGO RIDGE | IL | 60415 | (708) 425-1100 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/01/2010

03/23/2010

02/10/2010

03/23/2010

03/12/2010

03/22/2010

02/24/2010

03/21/2010

03/05/2010

03/21/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Provide enough notice before discharging or transferring a resident.

Isolated

Minimal harm or potential for actual harm

Give professional services that meet a professional standard of quality.

Isolated

Minimal harm or potential for actual harm

1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.

Isolated

Minimal harm or potential for actual harm

Give professional services that meet a professional standard of quality.

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--------------------------------|-----------------------------|
| 145376 | OAKVIEW HTS CONT C & REHAB CTR | R R 4 1320 WEST 9TH STREET |
| 145783 | SUNRISE MANOR OF VIRDEN | 333 SOUTH WRIGHTSMAN STREET |
| 146006 | ANNA REHAB & NURSING CENTER | 315 SOUTH BRADY MILL ROAD |
| 146006 | ANNA REHAB & NURSING CENTER | 315 SOUTH BRADY MILL ROAD |
| 14A112 | HANCOCK COUNTY NURSING HOME | 403 SOUTH ADAMS |
| 145329 | NORRIDGE HLTHCR & REHAB CENTRE | 7001 WEST CULLOM |
| 145329 | NORRIDGE HLTHCR & REHAB CENTRE | 7001 WEST CULLOM |
| 145329 | NORRIDGE HLTHCR & REHAB CENTRE | 7001 WEST CULLOM |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|--------------|----|-------|----------------|
| MOUNT CARMEL | IL | 62863 | (618) 263-4337 |
| VIRDEN | IL | 62690 | (217) 965-4821 |
| ANNA | IL | 62906 | (618) 833-6343 |
| ANNA | IL | 62906 | (618) 833-6343 |
| CARTHAGE | IL | 62321 | (217) 357-6566 |
| NORRIDGE | IL | 60634 | (708) 457-0700 |
| NORRIDGE | IL | 60634 | (708) 457-0700 |
| NORRIDGE | IL | 60634 | (708) 457-0700 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/25/2010

03/19/2010

02/17/2010

03/19/2010

02/25/2010

03/19/2010

02/25/2010

03/19/2010

02/17/2010

03/19/2010

03/04/2010

03/18/2010

03/04/2010

03/18/2010

03/04/2010

03/18/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Keep safe, clean and homelike surroundings. | Pattern | Potential for minimal harm |
| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--------------------------------|-------------------------|
| 145329 | NORRIDGE HLTHCR & REHAB CENTRE | 7001 WEST CULLOM |
| 145697 | KNOX COUNTY NURSING HOME | 800 NORTH MARKET STREET |
| 145697 | KNOX COUNTY NURSING HOME | 800 NORTH MARKET STREET |
| 145947 | PLAZA NURSING AND REHAB CTR | 3249 WEST 147TH STREET |
| 145947 | PLAZA NURSING AND REHAB CTR | 3249 WEST 147TH STREET |
| 145987 | GALESBURG TERRACE | 1145 FRANK STREET |
| 145031 | HEARTLAND OF NORMAL | 510 BROADWAY |
| 145031 | HEARTLAND OF NORMAL | 510 BROADWAY |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|------------|----|-------|----------------|
| NORRIDGE | IL | 60634 | (708) 457-0700 |
| KNOXVILLE | IL | 61448 | (309) 289-2338 |
| KNOXVILLE | IL | 61448 | (309) 289-2338 |
| MIDLOTHIAN | IL | 60445 | (708) 389-3141 |
| MIDLOTHIAN | IL | 60445 | (708) 389-3141 |
| GALESBURG | IL | 61401 | (309) 342-2103 |
| NORMAL | IL | 61761 | (309) 452-4406 |
| NORMAL | IL | 61761 | (309) 452-4406 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/04/2010

03/18/2010

02/24/2010

03/18/2010

02/24/2010

03/18/2010

02/26/2010

03/18/2010

02/26/2010

03/18/2010

03/17/2010

03/18/2010

02/19/2010

03/17/2010

02/19/2010

03/17/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

| | | |
|---|----------|---|
| Choose a doctor to be the medical director. | Isolated | Minimal harm or potential for actual harm |
| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Protect each resident from all abuse, physical punishment, and being separated from others. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Provide care in a way that keeps or builds each resident's dignity and self respect. | Isolated | Minimal harm or potential for actual harm |
| Provide services to meet the needs and preferences of each resident. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|-------------------------------------|-----------------------------|
| 145031 | HEARTLAND OF NORMAL | 510 BROADWAY |
| 145646 | ROSEWOOD CARE CENTER OF EAST PEORIA | 900 CENTENNIAL DRIVE |
| 145646 | ROSEWOOD CARE CENTER OF EAST PEORIA | 900 CENTENNIAL DRIVE |
| 145646 | ROSEWOOD CARE CENTER OF EAST PEORIA | 900 CENTENNIAL DRIVE |
| 146080 | COUNTRYVIEW CC OF MACOMB | 400 WEST GRANT STREET |
| 145197 | CONCORD NURSING & REHAB CENTER | 9401 SOUTH RIDGELAND AVENUE |
| 145197 | CONCORD NURSING & REHAB CENTER | 9401 SOUTH RIDGELAND AVENUE |
| 145364 | CHAMPAIGN COUNTY NURSING HOME | 500 SOUTH ART BARTELL DRIVE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-------------|----|-------|----------------|
| NORMAL | IL | 61761 | (309) 452-4406 |
| EAST PEORIA | IL | 61611 | (309) 699-5400 |
| EAST PEORIA | IL | 61611 | (309) 699-5400 |
| EAST PEORIA | IL | 61611 | (309) 699-5400 |
| MACOMB | IL | 61455 | (309) 837-2386 |
| OAK LAWN | IL | 60453 | (708) 599-6700 |
| OAK LAWN | IL | 60453 | (708) 599-6700 |
| URBANA | IL | 61802 | (217) 384-3784 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/11/2010

03/16/2010

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03/16/2010

03/11/2010

03/16/2010

03/05/2010

03/16/2010

02/25/2010

03/15/2010

02/25/2010

03/15/2010

02/25/2010

03/15/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Quality Care Deficiencies |
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| Health | Mistreatment Deficiencies |
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| Health | Mistreatment Deficiencies |
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| Health | Mistreatment Deficiencies |
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| Health | Administration Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Pharmacy Service Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|------------|---|
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Protect each resident from all abuse, physical punishment, and being separated from others. | Isolated | Actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Pattern | Minimal harm or potential for actual harm |
| Be administered in a way that leads to the highest possible level of well being for each resident. | Widespread | Potential for minimal harm |
| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
| Provide needed housekeeping and maintenance. | Widespread | Potential for minimal harm |
| Make sure that residents are safe from serious medication errors. | Pattern | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|--------------------------------------|---------------------------|
| 145403 | ALDEN POPLAR CREEK REHAB & HCC | 1545 BARRINGTON ROAD |
| 145424 | GLENSHIRE NURSING & REHAB CTRE | 22660 SOUTH CICERO AVENUE |
| 145424 | GLENSHIRE NURSING & REHAB CTRE | 22660 SOUTH CICERO AVENUE |
| 145697 | KNOX COUNTY NURSING HOME | 800 NORTH MARKET STREET |
| 145792 | WOODBRIIDGE NURSING PAVILION | 2242 NORTH KEDZIE |
| 145323 | CARRIER MILLS NURSING & REHAB CENTER | 6789 US RT 45, P O BOX 68 |
| 145323 | CARRIER MILLS NURSING & REHAB CENTER | 6789 US RT 45, P O BOX 68 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------------------|----|-------|----------------|
| HOFFMAN ESTATES | IL | 60194 | (847) 884-0011 |
| RIGHTON PARK | IL | 60471 | (708) 747-6120 |
| RIGHTON PARK | IL | 60471 | (708) 747-6120 |
| KNOXVILLE | IL | 61448 | (309) 289-2338 |
| CHICAGO | IL | 60647 | (773) 486-7700 |
| CARRIER MILLS | IL | 62917 | (618) 994-2323 |
| CARRIER MILLS | IL | 62917 | (618) 994-2323 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/03/2010

03/15/2010

03/12/2010

03/15/2010

03/12/2010

03/15/2010

02/24/2010

03/15/2010

03/10/2010

03/15/2010

02/23/2010

03/13/2010

02/23/2010

03/13/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Quality Care Deficiencies |
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| Health | Resident Rights Deficiencies |
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| Health | Resident Rights Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Mistreatment Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Isolated | Minimal harm or potential for actual harm |
| Quickly give a resident's personal money to the heads of his or her estate after the resident's death. | Pattern | Potential for minimal harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that follow each resident's written care plan. | Pattern | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|--------------------------------|---------------------------------|
| 145648 | CENTRAL NURSING & REHAB CENTER | 2450 NORTH CENTRAL AVENUE |
| 145173 | HEATHER HEALTH CARE CENTER | 15600 SOUTH HONORE STREET |
| 145974 | NORWOOD CROSSING | 6016 NORTH NINA AVENUE |
| 145974 | NORWOOD CROSSING | 6016 NORTH NINA AVENUE |
| 146045 | HELIA HEALTHCARE OF ENERGY | 210 EAST COLLEGE, PO BOX 519 |
| 146045 | HELIA HEALTHCARE OF ENERGY | 210 EAST COLLEGE, PO BOX 519 |
| 145776 | BRIGHTVIEW CARE CENTER | 4538 NORTH BEACON |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

CHICAGO IL 60639 (773) 889-1333

HARVEY IL 60426 (708) 333-9550

CHICAGO IL 60631 (773) 631-4856

CHICAGO IL 60631 (773) 631-4856

ENERGY IL 62933 (618) 942-7014

ENERGY IL 62933 (618) 942-7014

CHICAGO IL 60640 (773) 275-7200

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/11/2010

03/13/2010

02/16/2010

03/12/2010

02/11/2010

03/12/2010

02/11/2010

03/12/2010

02/16/2010

03/12/2010

02/16/2010

03/12/2010

02/19/2010

03/11/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| Give or get special rehabilitation if in the patient's plan of care. | Isolated | Minimal harm or potential for actual harm |
| Make sure that a doctor approves a resident's admission in writing and that each resident has a doctor. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is safe, easy to use, clean and comfortable. | Pattern | Potential for minimal harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

145850

CEDAR POINTE REHAB & NURSING

5825 WEST CERMAK
ROAD

145475

ST ANN'S HEALTHCARE CENTER

770 STATE STREET

145629

PRAIRIE MANOR NRSG & REHAB CTR

345 DIXIE HIGHWAY

145753

DANVILLE CARE CENTER

1701 NORTH BOWMAN

145112

HOLY FAMILY NURSING & REHAB CENTER

2380 DEMPSTER
STREET

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|----|-------|----------------|
| CICERO | IL | 60804 | (708) 656-9120 |
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|---------|----|-------|----------------|
| CHESTER | IL | 62233 | (618) 826-2314 |
|---------|----|-------|----------------|

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|--------------------|----|-------|----------------|
| CHICAGO HEIGHTS | IL | 60411 | (708) 754-7601 |
|--------------------|----|-------|----------------|

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|----------|----|-------|----------------|
| DANVILLE | IL | 61832 | (217) 443-2955 |
|----------|----|-------|----------------|

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|-------------|----|-------|----------------|
| DES PLAINES | IL | 60016 | (847) 296-3335 |
|-------------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/05/2010

03/11/2010

02/17/2010

03/10/2010

02/17/2010

03/10/2010

03/04/2010

03/10/2010

02/11/2010

03/09/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Have a program to keep infection from spreading. | Pattern | Minimal harm or potential for actual harm |
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|------------------------------------|-------------------------------|
| 145388 | RICHLAND CARE & REHAB | 410 EAST MACK |
| 145817 | FRIENDSHIP HOUSE OF CENTRALIA | 1000 MARTIN LUTHER KING DRIVE |
| 145850 | CEDAR POINTE REHAB & NURSING | 5825 WEST CERMAK ROAD |
| 14E506 | RAINBOW BEACH CARE CENTER | 7325 SOUTH EXCHANGE |
| 14E506 | RAINBOW BEACH CARE CENTER | 7325 SOUTH EXCHANGE |
| 14E506 | RAINBOW BEACH CARE CENTER | 7325 SOUTH EXCHANGE |
| 145112 | HOLY FAMILY NURSING & REHAB CENTER | 2380 DEMPSTER |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-------------|----|-------|----------------|
| OLNEY | IL | 62450 | (618) 395-7421 |
| CENTRALIA | IL | 62801 | (618) 532-3642 |
| CICERO | IL | 60804 | (708) 656-9120 |
| CHICAGO | IL | 60649 | (773) 731-7300 |
| CHICAGO | IL | 60649 | (773) 731-7300 |
| CHICAGO | IL | 60649 | (773) 731-7300 |
| DES PLAINES | IL | 60016 | (847) 296-3335 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/25/2010

03/09/2010

03/04/2010

03/09/2010

02/09/2010

03/09/2010

02/18/2010

03/09/2010

02/18/2010

03/09/2010

02/18/2010

03/09/2010

02/11/2010

03/08/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Administration Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| representative; or 3) check and update the care plan. | | |
| Hire nurse aides who have completed required training and shown that they are skilled. | Widespread | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Pattern | Minimal harm or potential for actual harm |
| Provide services to meet the needs and preferences of each resident. | Widespread | Potential for minimal harm |
| Be administered in a way that leads to the highest possible level of well being for each resident. | Isolated | Immediate jeopardy to resident health or safety |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Immediate jeopardy to resident health or safety |
| Protect each resident from all abuse, physical punishment, and being separated from others. | Isolated | Immediate jeopardy to resident health or safety |
| Keep accurate and appropriate | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

STREET

145220

PINE CREST HEALTH CARE

3300 WEST 175TH
STREET

145220

PINE CREST HEALTH CARE

3300 WEST 175TH
STREET

145289

HELIA HEALTHCARE OF BELLEVILLE

40 NORTH 64TH
STREET

145817

FRIENDSHIP HOUSE OF CENTRALIA

1000 MARTIN LUTHER
KING DRIVE

146037

PLEASANT MEADOWS CHR VILLAGE

P O BOX 375 400 W
WASHINGTON

145563

PROVENA ST ANNE CENTER

4405 HIGHCREST
ROAD

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-------------|----|-------|----------------|
| HAZEL CREST | IL | 60429 | (708) 335-2400 |
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|-------------|----|-------|----------------|
| HAZEL CREST | IL | 60429 | (708) 335-2400 |
|-------------|----|-------|----------------|

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|------------|----|-------|----------------|
| BELLEVILLE | IL | 62223 | (618) 397-8400 |
|------------|----|-------|----------------|

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|-----------|----|-------|----------------|
| CENTRALIA | IL | 62801 | (618) 532-3642 |
|-----------|----|-------|----------------|

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|----------|----|-------|----------------|
| CHRISMAN | IL | 61924 | (217) 269-2396 |
|----------|----|-------|----------------|

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|----------|----|-------|----------------|
| ROCKFORD | IL | 61107 | (815) 229-1999 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/08/2010

03/08/2010

02/08/2010

03/08/2010

03/05/2010

03/08/2010

03/04/2010

03/08/2010

02/17/2010

03/08/2010

03/05/2010

03/06/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

medical records.

Provide social services for related medical problems to help each resident achieve the highest possible quality of life.

harm

Minimal harm or potential for actual harm

Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.

Isolated

Minimal harm or potential for actual harm

1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.

Isolated

Minimal harm or potential for actual harm

Have a program to keep infection from spreading.

Widespread

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|--------------------------------|----------------------------|
| 145033 | TERRACE NH, THE | 1615 SUNSET AVENUE |
| 145033 | TERRACE NH, THE | 1615 SUNSET AVENUE |
| 145180 | RIVIERA CARE CENTER | 490 WEST 16TH PLACE |
| 145370 | SULLIVAN REHAB & HLTH CARE CTR | 11 HAWTHORNE STREET |
| 145739 | LUTHERAN HOME FOR THE AGED | 800 WEST OAKTON STREET |
| 145740 | ASTA CARE CENTER OF ELGIN | 134 NORTH MCLEAN BOULEVARD |
| 145740 | ASTA CARE CENTER OF ELGIN | 134 NORTH MCLEAN BOULEVARD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------------------|----|-------|----------------|
| WAUKEGAN | IL | 60087 | (847) 244-6700 |
| WAUKEGAN | IL | 60087 | (847) 244-6700 |
| CHICAGO HEIGHTS | IL | 60411 | (708) 481-4444 |
| SULLIVAN | IL | 61951 | (217) 728-4327 |
| ARLINGTON HTS | IL | 60004 | (847) 253-3710 |
| ELGIN | IL | 60121 | (847) 742-8822 |
| ELGIN | IL | 60121 | (847) 742-8822 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/04/2010

03/05/2010

02/04/2010

03/05/2010

02/10/2010

03/05/2010

03/05/2010

03/05/2010

02/03/2010

03/05/2010

02/09/2010

03/05/2010

02/09/2010

03/05/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency



Health

Quality Care Deficiencies



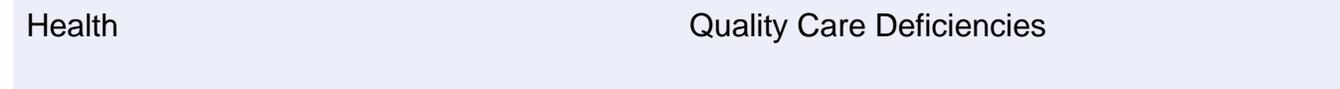
Health

Quality Care Deficiencies



Health

Resident Assessment Deficiencies



Health

Quality Care Deficiencies



Health

Environmental Deficiencies



Health

Resident Rights Deficiencies



Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | | |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Make sure that residents receive treatment/services to continue to be able to care for themselves, unless a change is unavoidable. | Isolated | Actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Use a registered nurse at least 8 hours a day, 7 days a week. | Widespread | Potential for minimal harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Let each resident choose whether to manage his or her own money or deposit it with the nursing home. | Pattern | Minimal harm or potential for actual harm |
| Properly hold, secure and manage each resident's personal | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-----------|------------------------------|--------------------------|
| 145867 | FAIRMONT CARE CENTRE | 5061 NORTH PULASKI ROAD |
| 145894 | FOX RIVER PAVILION | 400 EAST NEW YORK STREET |
| 146026 | LEWIS MEMORIAL CHRISTIAN VLG | 3400 WEST WASHINGTON |
| 146127 | FLORENCE NURSING HOME | 546 EAST GRANT HIGHWAY |
| 1.40E+179 | CLAYBERG, THE | 625 EAST MONROE STREET |
| 1.40E+179 | CLAYBERG, THE | 625 EAST MONROE STREET |
| 1.40E+179 | CLAYBERG, THE | 625 EAST MONROE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---------|----|-------|----------------|
| CHICAGO | IL | 60630 | (773) 604-8112 |
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|--------|----|-------|----------------|
| AURORA | IL | 60505 | (630) 897-8714 |
|--------|----|-------|----------------|

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|-------------|----|-------|----------------|
| SPRINGFIELD | IL | 62702 | (217) 787-9600 |
|-------------|----|-------|----------------|

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|---------|----|-------|----------------|
| MARENGO | IL | 60152 | (815) 568-8322 |
|---------|----|-------|----------------|

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| CUBA | IL | 61427 | (309) 785-5012 |
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| CUBA | IL | 61427 | (309) 785-5012 |
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| CUBA | IL | 61427 | (309) 785-5012 |
|------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/11/2010

03/05/2010

02/08/2010

03/05/2010

12/31/2009

03/05/2010

02/23/2010

03/05/2010

01/28/2010

03/05/2010

01/28/2010

03/05/2010

01/28/2010

03/05/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

money which is deposited with the nursing home.

Make sure that the nursing home area is free of dangers that cause accidents.

Actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Immediate jeopardy to resident health or safety

Make sure that the nursing home area is free of dangers that cause accidents.

Actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Minimal harm or potential for actual harm

Get proof that a nurse aide has the training and skills that the State requires.

Minimal harm or potential for actual harm

Immediately tell the resident,

Minimal harm or potential for actual

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

STREET

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|--------|-------------------------|---------------------------------|
| 14E847 | SPRINGFIELD CARE CENTER | 525 SO MARTIN LUTHER KING DR |
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| 14E847 | SPRINGFIELD CARE CENTER | 525 SO MARTIN LUTHER KING DR |
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| 14E847 | SPRINGFIELD CARE CENTER | 525 SO MARTIN LUTHER KING DR |
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| 145050 | DU PAGE CONVALESCENT CENTER | 400 N COUNTY FARM RD PO BOX708 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-------------|----|-------|----------------|
| SPRINGFIELD | IL | 62703 | (217) 789-1680 |
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| SPRINGFIELD | IL | 62703 | (217) 789-1680 |
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| SPRINGFIELD | IL | 62703 | (217) 789-1680 |
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| WHEATON | IL | 60187 | (630) 665-6400 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/11/2010

03/05/2010

02/11/2010

03/05/2010

02/11/2010

03/05/2010

02/04/2010

03/04/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

doctor, and a family member if:
the resident is injured, there is a
major change in resident's
physical/mental health, there is a
need to alter treatment
significantly, or the resident must
be transferred or discharged.

harm

Give residents proper treatment
to prevent new bed (pressure)
sores or heal existing bed sores.

Isolated

Minimal harm or potential for actual
harm

Give each resident care and
services to get or keep the
highest quality of life possible.

Isolated

Minimal harm or potential for actual
harm

Immediately tell the resident,
doctor, and a family member if:
the resident is injured, there is a
major change in resident's
physical/mental health, there is a
need to alter treatment
significantly, or the resident must
be transferred or discharged.

Isolated

Minimal harm or potential for actual
harm

1) Hire only people who have no
legal history of abusing,
neglecting or mistreating
residents; or 2) report and
investigate any acts or reports of

Isolated

Minimal harm or potential for actual
harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|--------------------------------|----------------------------|
| 145454 | CARLINVILLE REHAB & HCC | 751 NORTH OAK STREET |
| 145454 | CARLINVILLE REHAB & HCC | 751 NORTH OAK STREET |
| 145681 | PROVIDENCE PALOS HEIGHTS | 13259 SOUTH CENTRAL AVENUE |
| 145987 | GALESBURG TERRACE | 1145 FRANK STREET |
| 145987 | GALESBURG TERRACE | 1145 FRANK STREET |
| 146005 | ASTA CARE CENTER - FORD COUNTY | 1240 NORTH MARKET STREET |
| 146005 | ASTA CARE CENTER - FORD COUNTY | 1240 NORTH MARKET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| CARLINVILLE | IL | 62626 | (217) 854-2511 |
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| CARLINVILLE | IL | 62626 | (217) 854-2511 |
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| PALOS HEIGHTS | IL | 60463 | (708) 597-1000 |
|---------------|----|-------|----------------|

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| GALESBURG | IL | 61401 | (309) 342-2103 |
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|-----------|----|-------|----------------|
| GALESBURG | IL | 61401 | (309) 342-2103 |
|-----------|----|-------|----------------|

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|--------|----|-------|----------------|
| PAXTON | IL | 60957 | (217) 379-4896 |
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| PAXTON | IL | 60957 | (217) 379-4896 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/17/2010

03/04/2010

02/17/2010

03/04/2010

01/12/2010

03/04/2010

03/03/2010

03/04/2010

03/03/2010

03/04/2010

03/04/2010

03/04/2010

03/04/2010

03/04/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| abuse, neglect or mistreatment of residents. | | |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Actual harm |
| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
| Be administered in a way that leads to the highest possible level of well being for each resident. | Widespread | Potential for minimal harm |
| Store, cook, and give out food in a safe and clean way. | Widespread | Minimal harm or potential for actual harm |
| Have a program to keep infection | Widespread | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

STREET

145712

WILLOW CREST NURSING PAVILION

515 NORTH MAIN

145789

GOOD SAMARITAN SOCIETY - GENESEO
VILLAGE

704 SOUTH ILLINOIS
STREET

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

SANDWICH IL 60548 (815) 786-8426

GENESECO IL 61254 (309) 944-6424

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/18/2010

03/03/2010

02/18/2010

03/03/2010

02/18/2010

03/03/2010

02/18/2010

03/03/2010

02/10/2010

03/03/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

from spreading.

harm

Give each resident enough fluids to keep them healthy and prevent dehydration. Isolated

Actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. Isolated

Minimal harm or potential for actual harm

Protect residents from mistreatment, neglect, and/or theft of personal property. Isolated

Actual harm

1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan. Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|------------------------------------|---------------------------|
| 145850 | CEDAR POINTE REHAB & NURSING | 5825 WEST CERMAK ROAD |
| 145482 | SHERIDAN SHORES CR & REHAB CTR | 5838 NORTH SHERIDAN ROAD |
| 145713 | MOMENCE MEADOWS NURSING & REHAB | 500 SOUTH WALNUT |
| 145713 | MOMENCE MEADOWS NURSING & REHAB | 500 SOUTH WALNUT |
| 145713 | MOMENCE MEADOWS NURSING & REHAB | 500 SOUTH WALNUT |
| 145730 | CONTINENTAL NURSING & REHAB CENTER | 5336 NORTH WESTERN AVENUE |
| 145736 | ALDEN TOWN MANOR REHAB & HCC | 6120 WEST OGDEN |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|----|-------|----------------|
| CICERO | IL | 60804 | (708) 656-9120 |
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|---------|----|-------|----------------|
| CHICAGO | IL | 60660 | (773) 769-2230 |
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| MOMENCE | IL | 60954 | (815) 472-2423 |
|---------|----|-------|----------------|

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| MOMENCE | IL | 60954 | (815) 472-2423 |
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| MOMENCE | IL | 60954 | (815) 472-2423 |
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| CHICAGO | IL | 60625 | (773) 271-5600 |
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| CICERO | IL | 60804 | (708) 863-0500 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/09/2010

03/03/2010

02/19/2010

03/02/2010

02/18/2010

03/02/2010

02/18/2010

03/02/2010

02/18/2010

03/02/2010

02/05/2010

03/02/2010

02/04/2010

03/02/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

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| Protect each resident from all abuse, physical punishment, and being separated from others. | Isolated | Actual harm |
|---|----------|-------------|

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| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
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| Protect each resident from all abuse, physical punishment, and being separated from others. | Isolated | Minimal harm or potential for actual harm |
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| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
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| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
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| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary. | Pattern | Minimal harm or potential for actual harm |
|--|---------|---|

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| Make sure that the nursing home area is free of dangers that cause | Isolated | Actual harm |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145813 | METROPOLIS NURSING & REHAB CENTER | 2299 METROPOLIS STREET |
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| 145813 | METROPOLIS NURSING & REHAB CENTER | 2299 METROPOLIS STREET |
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| 145813 | METROPOLIS NURSING & REHAB CENTER | 2299 METROPOLIS STREET |
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| 145711 | LEXINGTON OF ELMHURST | 420 WEST BUTTERFIELD ROAD |
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| 146114 | LENA LIVING CENTER | 1010 SOUTH LOGAN STREET |
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| 146114 | LENA LIVING CENTER | 1010 SOUTH LOGAN STREET |
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| 146114 | LENA LIVING CENTER | 1010 SOUTH LOGAN |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| METROPOLIS | IL | 62960 | (618) 524-2634 |
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| METROPOLIS | IL | 62960 | (618) 524-2634 |
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| METROPOLIS | IL | 62960 | (618) 524-2634 |
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| ELMHURST | IL | 60126 | (630) 832-2300 |
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| LENA | IL | 61048 | (815) 369-4561 |
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| LENA | IL | 61048 | (815) 369-4561 |
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| LENA | IL | 61048 | (815) 369-4561 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/10/2010

03/02/2010

02/10/2010

03/02/2010

02/10/2010

03/02/2010

02/11/2010

03/01/2010

02/10/2010

03/01/2010

02/10/2010

03/01/2010

02/10/2010

03/01/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

accidents.

Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.

Pattern

Potential for minimal harm

Keep all essential equipment working safely.

Pattern

Potential for minimal harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Provide care in a way that keeps or builds each resident's dignity and self respect.

Isolated

Minimal harm or potential for actual harm

Have enough nurses to care for every resident in a way that maximizes the resident's well being.

Pattern

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Pattern

Minimal harm or potential for actual harm

Provide care in a way that keeps

Pattern

Minimal harm or potential for actual

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

STREET

1.40E+254 GOOD SAMARITAN N H-KNOXVILLE 407 NORTH HEBARD STREET

1.40E+254 GOOD SAMARITAN N H-KNOXVILLE 407 NORTH HEBARD STREET

1.40E+254 GOOD SAMARITAN N H-KNOXVILLE 407 NORTH HEBARD STREET

1.40E+254 GOOD SAMARITAN N H-KNOXVILLE 407 NORTH HEBARD STREET

1.40E+254 GOOD SAMARITAN N H-KNOXVILLE 407 NORTH HEBARD STREET

145364 CHAMPAIGN COUNTY NURSING HOME 500 SOUTH ART BARTELL DRIVE

145364 CHAMPAIGN COUNTY NURSING HOME 500 SOUTH ART BARTELL DRIVE

145440 NEIGHBORS REHABILITATION CENTER, LLC 811 WEST 2ND, PO

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| KNOXVILLE | IL | 61448 | (309) 289-2614 |
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| KNOXVILLE | IL | 61448 | (309) 289-2614 |
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| KNOXVILLE | IL | 61448 | (309) 289-2614 |
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| KNOXVILLE | IL | 61448 | (309) 289-2614 |
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| KNOXVILLE | IL | 61448 | (309) 289-2614 |
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| URBANA | IL | 61802 | (217) 384-3784 |
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| URBANA | IL | 61802 | (217) 384-3784 |
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| BYRON | IL | 61010 | (815) 234-2511 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/23/2010

02/28/2010

02/23/2010

02/28/2010

02/23/2010

02/28/2010

02/23/2010

02/28/2010

02/23/2010

02/28/2010

02/25/2010

02/26/2010

02/25/2010

02/26/2010

02/10/2010

02/26/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| or builds each resident's dignity and self respect. | | harm |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Pattern | Minimal harm or potential for actual harm |
| Provide activities to meet the needs of each resident. | Widespread | Potential for minimal harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Have enough nurses to care for every resident in a way that maximizes the resident's well being. | Isolated | Minimal harm or potential for actual harm |
| Protect residents from mistreatment, neglect, and/or theft of personal property. | Isolated | Immediate jeopardy to resident health or safety |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Immediate jeopardy to resident health or safety |
| Keep safe, clean and homelike | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145440 | NEIGHBORS REHABILITATION CENTER, LLC | 811 WEST 2ND, PO BOX 585 |
| 145440 | NEIGHBORS REHABILITATION CENTER, LLC | 811 WEST 2ND, PO BOX 585 |
| 145440 | NEIGHBORS REHABILITATION CENTER, LLC | 811 WEST 2ND, PO BOX 585 |
| 145440 | NEIGHBORS REHABILITATION CENTER, LLC | 811 WEST 2ND, PO BOX 585 |
| 145440 | NEIGHBORS REHABILITATION CENTER, LLC | 811 WEST 2ND, PO BOX 585 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| BYRON | IL | 61010 | (815) 234-2511 |
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| BYRON | IL | 61010 | (815) 234-2511 |
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| BYRON | IL | 61010 | (815) 234-2511 |
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| BYRON | IL | 61010 | (815) 234-2511 |
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| BYRON | IL | 61010 | (815) 234-2511 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/10/2010

02/26/2010

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02/10/2010

02/26/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| Keep safe, clean and homelike surroundings. | Isolated | Minimal harm or potential for actual harm |
| Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them. | Isolated | Minimal harm or potential for actual harm |
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Keep each resident's personal and medical records private and confidential. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145484 | GLENCREST HEALTHCR & REHAB CTR | 2451 WEST TOUHY AVENUE |
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| 145484 | GLENCREST HEALTHCR & REHAB CTR | 2451 WEST TOUHY AVENUE |
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| 145726 | TIMBER POINT HEALTHCARE CENTER | 205 EAST SPRING STREET |
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| 145726 | TIMBER POINT HEALTHCARE CENTER | 205 EAST SPRING STREET |
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| 145395 | REHAB & CARE CTR - JACKSON CO | 1441 NORTH 14TH STREET |
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| 145655 | V I P MANOR | 393 EDWARDSVILLE ROAD |
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| 145388 | RICHLAND CARE & REHAB | 410 EAST MACK |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| CHICAGO | IL | 60645 | (773) 338-6800 |
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| CHICAGO | IL | 60645 | (773) 338-6800 |
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| CAMP POINT | IL | 62320 | (217) 593-7734 |
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| CAMP POINT | IL | 62320 | (217) 593-7734 |
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| MURPHYSBORO | IL | 62966 | (618) 684-2136 |
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| WOOD RIVER | IL | 62095 | (618) 259-4111 |
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| OLNEY | IL | 62450 | (618) 395-7421 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/26/2010

02/26/2010

01/26/2010

02/26/2010

02/10/2010

02/26/2010

02/10/2010

02/26/2010

02/08/2010

02/25/2010

02/16/2010

02/25/2010

02/11/2010

02/24/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Keep safe, clean and homelike surroundings. | Pattern | Potential for minimal harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145388 | RICHLAND CARE & REHAB | 410 EAST MACK |
| 145557 | ALDEN ESTATES OF BARRINGTON | 1420 SOUTH BARRINGTON ROAD |
| 145557 | ALDEN ESTATES OF BARRINGTON | 1420 SOUTH BARRINGTON ROAD |
| 145613 | ATRIUM HC & REHAB CTR OF CAHOKIA | 3354 JEROME LANE |
| 145688 | ALDEN PRINCETON REHAB & HCC | 255 WEST 69TH STREET |
| 145878 | ST PATRICK'S RESIDENCE | 1400 BROOKDALE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|------------|----|-------|----------------|
| OLNEY | IL | 62450 | (618) 395-7421 |
| BARRINGTON | IL | 60010 | (847) 382-6664 |
| BARRINGTON | IL | 60010 | (847) 382-6664 |
| CAHOKIA | IL | 62206 | (618) 337-9400 |
| CHICAGO | IL | 60621 | (773) 224-5900 |
| NAPERVILLE | IL | 60563 | (630) 416-6565 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/11/2010

02/24/2010

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02/24/2010

02/01/2010

02/24/2010

02/08/2010

02/24/2010

01/26/2010

02/24/2010

02/24/2010

02/24/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| investigate any acts or reports of abuse, neglect or mistreatment of residents. | | |
| 1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Keep safe, clean and homelike surroundings. | Pattern | Potential for minimal harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give each resident care and | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| | | ROAD |
| 145311 | HILLCREST NURSING & REHAB CTR | 777 DRAPER |
| 145683 | ABINGTON OF GLENVIEW | 3901 GLENVIEW ROAD |
| 145267 | HERITAGE MANOR-PANA | 1000 EAST SIXTH STREET ROAD |
| 145710 | MEADOWBROOK MANOR - BOLINGBROOK | 431 WEST REMINGTON BOULEVARD |
| 145881 | MID AMERICA CARE CENTER | 4920 NORTH KENMORE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| JOLIET | IL | 60432 | (815) 727-4794 |
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| GLENVIEW | IL | 60025 | (847) 729-0000 |
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| PANA | IL | 62557 | (217) 562-2174 |
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| BOLINGBROOK | IL | 60440 | (630) 759-1112 |
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| CHICAGO | IL | 60640 | (773) 769-2700 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/16/2010

02/23/2010

02/03/2010

02/23/2010

02/11/2010

02/22/2010

01/20/2010

02/22/2010

02/10/2010

02/20/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| services to get or keep the highest quality of life possible. | | harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|-----------------------------------|-----------------------------|
| 145439 | CHAMPAIGN URBANA REG REHAB CENTER | 302 WEST BURWASH |
| 145519 | WHITE HALL NURSING & REHAB CENTER | 620 WEST BRIDGEPORT |
| 145519 | WHITE HALL NURSING & REHAB CENTER | 620 WEST BRIDGEPORT |
| 145519 | WHITE HALL NURSING & REHAB CENTER | 620 WEST BRIDGEPORT |
| 145519 | WHITE HALL NURSING & REHAB CENTER | 620 WEST BRIDGEPORT |
| 145519 | WHITE HALL NURSING & REHAB CENTER | 620 WEST BRIDGEPORT |
| 145519 | WHITE HALL NURSING & REHAB CENTER | 620 WEST BRIDGEPORT |
| 145519 | WHITE HALL NURSING & REHAB CENTER | 620 WEST BRIDGEPORT |
| 145696 | NILES NSG & REHAB CTR | 9777 GREENWOOD |
| 145965 | MCKINLEY COURT | 500 WEST MCKINLEY AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|------------|----|-------|----------------|
| SAVOY | IL | 61874 | (217) 402-9700 |
| WHITE HALL | IL | 62092 | (217) 374-2144 |
| WHITE HALL | IL | 62092 | (217) 374-2144 |
| WHITE HALL | IL | 62092 | (217) 374-2144 |
| WHITE HALL | IL | 62092 | (217) 374-2144 |
| WHITE HALL | IL | 62092 | (217) 374-2144 |
| WHITE HALL | IL | 62092 | (217) 374-2144 |
| WHITE HALL | IL | 62092 | (217) 374-2144 |
| NILES | IL | 60714 | (847) 967-7000 |
| DECATUR | IL | 62526 | (217) 875-0020 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/28/2010

02/19/2010

02/05/2010

02/19/2010

02/05/2010

02/19/2010

02/05/2010

02/19/2010

02/05/2010

02/19/2010

02/05/2010

02/19/2010

02/05/2010

02/19/2010

02/05/2010

02/19/2010

02/10/2010

02/19/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | |
|-------------|-----------------------------|
| Health | Environmental Deficiencies |
| Health | Mistreatment Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Environmental Deficiencies |
| Health | Environmental Deficiencies |
| Fire Safety | Electrical Deficiencies |
| Health | Administration Deficiencies |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|------------|---|
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Protect residents from mistreatment, neglect, and/or theft of personal property. | Isolated | Immediate jeopardy to resident health or safety |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Immediate jeopardy to resident health or safety |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
| properly installed electrical wiring and equipment. | Widespread | Minimal harm or potential for actual harm |
| post nurse staffing information. | Widespread | Potential for minimal harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

146075 GRANITE NURSING & REHABILITATION 3500 CENTURY DRIVE

146075 GRANITE NURSING & REHABILITATION 3500 CENTURY DRIVE

1.40E+178 CRESTWOOD TERRACE 13301 SOUTH
CENTRAL AVENUE

1.40E+178 CRESTWOOD TERRACE 13301 SOUTH
CENTRAL AVENUE

1.40E+178 CRESTWOOD TERRACE 13301 SOUTH
CENTRAL AVENUE

145983 RENAISSANCE AT 87TH STREET,THE 2940 WEST 87TH
STREET

145983 RENAISSANCE AT 87TH STREET,THE 2940 WEST 87TH
STREET

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| GRANITE CITY | IL | 62040 | (618) 877-2700 |
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| GRANITE CITY | IL | 62040 | (618) 877-2700 |
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| CRESTWOOD | IL | 60445 | (708) 597-5251 |
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| CRESTWOOD | IL | 60445 | (708) 597-5251 |
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| CRESTWOOD | IL | 60445 | (708) 597-5251 |
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| CHICAGO | IL | 60652 | (773) 434-8787 |
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| CHICAGO | IL | 60652 | (773) 434-8787 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/28/2010

02/19/2010

01/28/2010

02/19/2010

02/18/2010

02/19/2010

02/18/2010

02/19/2010

02/18/2010

02/19/2010

12/17/2009

02/18/2010

12/17/2009

02/18/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---|----------|---|
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Have a program to keep infection from spreading. | Pattern | Minimal harm or potential for actual harm |
| Provide services to meet the needs and preferences of each resident. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 146011 | ROBINGS MANOR REHAB & HEALTH CARE | 502 NORTH MAIN |
| 146002 | DAYSTAR CARE CENTER | 2001 CEDAR |
| 146097 | EL PASO HEALTH CARE CENTER | 850 EAST SECOND STREET |
| 145898 | WOODSIDE EXTENDED CARE | 120 WEST 26TH STREET |
| 145982 | MANORCARE OF NORTHBROOK | 3300 MILWAUKEE AVE. |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| BRIGHTON | IL | 62012 | (618) 372-3232 |
| CAIRO | IL | 62914 | (618) 734-1700 |
| EL PASO | IL | 61738 | (309) 527-2700 |
| SOUTH CHICAGO HEIGHT | IL | 60411 | (708) 756-5200 |
| NORTHBROOK | IL | 60062 | (847) 795-9700 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/02/2010

02/17/2010

02/16/2010

02/16/2010

01/20/2010

02/16/2010

02/02/2010

02/15/2010

01/25/2010

02/15/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| need to alter treatment significantly, or the resident must be transferred or discharged. | | |
| Have licensed, certified, or registered staff to give needed services. | Widespread | Potential for minimal harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Give or get special rehabilitation if in the patient's plan of care. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145982 | MANORCARE OF NORTHBROOK | 3300 MILWAUKEE AVE. |
| 14A050 | WESTWOOD MANOR, THE | 2444 WEST TOUHY AVENUE |
| 145825 | SOUTH ELGIN REHAB & HCC | 746 WEST SPRING STREET |
| 146092 | HERRIN REHAB & NURSING CENTER | 1900 NORTH PARK AVENUE |
| 146092 | HERRIN REHAB & NURSING CENTER | 1900 NORTH PARK AVENUE |
| 146092 | HERRIN REHAB & NURSING CENTER | 1900 NORTH PARK AVENUE |
| 146092 | HERRIN REHAB & NURSING CENTER | 1900 NORTH PARK AVENUE |
| 1.40E+161 | SACRED HEART HOME | 1550 SOUTH ALBANY |
| 1.40E+307 | NORTH AURORA CARE CENTER | 310 BANBURY ROAD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| NORTHBROOK | IL | 60062 | (847) 795-9700 |
| CHICAGO | IL | 60645 | (773) 274-7705 |
| SOUTH ELGIN | IL | 60177 | (847) 697-0565 |
| HERRIN | IL | 62948 | (618) 942-2525 |
| HERRIN | IL | 62948 | (618) 942-2525 |
| HERRIN | IL | 62948 | (618) 942-2525 |
| HERRIN | IL | 62948 | (618) 942-2525 |
| CHICAGO | IL | 60623 | (773) 277-6868 |
| NORTH AURORA | IL | 60542 | (630) 892-7627 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/25/2010

02/15/2010

01/22/2010

02/15/2010

01/25/2010

02/12/2010

02/02/2010

02/12/2010

02/02/2010

02/12/2010

02/02/2010

02/12/2010

02/02/2010

02/12/2010

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02/12/2010

01/20/2010

02/11/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Quality Care Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Environmental Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Environmental Deficiencies |
| Health | Resident Rights Deficiencies |
| Fire Safety | Fire Alarm Systems Deficiencies |
| Health | Quality Care Deficiencies |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---|------------|---|
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Make sure that a working call system is available in each resident's room or bathroom and bathing area. | Widespread | Potential for minimal harm |
| Give or get special rehabilitation if in the patient's plan of care. | Pattern | Minimal harm or potential for actual harm |
| Have a program to keep infection from spreading. | Widespread | Potential for minimal harm |
| Provide services to meet the needs and preferences of each resident. | Pattern | Minimal harm or potential for actual harm |
| an approved installation, maintenance and testing program for fire alarm systems. | Widespread | Minimal harm or potential for actual harm |
| Make sure that each resident's nutritional needs were met. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145734 | EVERGREEN HEALTH CARE CENTER | 10124 SOUTH KEDZIE |
| 145734 | EVERGREEN HEALTH CARE CENTER | 10124 SOUTH KEDZIE |
| 145734 | EVERGREEN HEALTH CARE CENTER | 10124 SOUTH KEDZIE |
| 145734 | EVERGREEN HEALTH CARE CENTER | 10124 SOUTH KEDZIE |
| 145825 | SOUTH ELGIN REHAB & HCC | 746 WEST SPRING STREET |
| 145886 | ALEDO REHAB & HEALTH CARE CENTER | 304 S.W. 12TH STREET |
| 145963 | ALDEN ORLAND PARK REHAB & HCC | 16450 SOUTH 97TH |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| EVERGREEN PARK | IL | 60805 | (708) 907-7000 |
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| EVERGREEN PARK | IL | 60805 | (708) 907-7000 |
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| EVERGREEN PARK | IL | 60805 | (708) 907-7000 |
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| EVERGREEN PARK | IL | 60805 | (708) 907-7000 |
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| SOUTH ELGIN | IL | 60177 | (847) 697-0565 |
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| ALEDO | IL | 61231 | (309) 582-5376 |
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| ORLAND PARK | IL | 60462 | (708) 403-6500 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/26/2010

02/10/2010

01/26/2010

02/10/2010

01/26/2010

02/10/2010

01/26/2010

02/10/2010

01/25/2010

02/10/2010

01/19/2010

02/10/2010

01/26/2010

02/10/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Pharmacy Service Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--|----------|---|
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Immediate jeopardy to resident health or safety |
| Protect residents from mistreatment, neglect, and/or theft of personal property. | Isolated | Immediate jeopardy to resident health or safety |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Actual harm |
| Make sure that residents are safe from serious medication errors. | Isolated | Actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Provide needed housekeeping and maintenance. | Pattern | Minimal harm or potential for actual harm |
| Give residents proper treatment | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| | | AVENUE |
| 146026 | LEWIS MEMORIAL CHRISTIAN VLG | 3400 WEST WASHINGTON |
| 146026 | LEWIS MEMORIAL CHRISTIAN VLG | 3400 WEST WASHINGTON |
| 146026 | LEWIS MEMORIAL CHRISTIAN VLG | 3400 WEST WASHINGTON |
| 145726 | TIMBER POINT HEALTHCARE CENTER | 205 EAST SPRING STREET |
| 145860 | GROVE NORTH LIVING & REHAB CTR | 9000 LA VERGNE AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| SPRINGFIELD | IL | 62702 | (217) 787-9600 |
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| SPRINGFIELD | IL | 62702 | (217) 787-9600 |
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| SPRINGFIELD | IL | 62702 | (217) 787-9600 |
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| CAMP POINT | IL | 62320 | (217) 593-7734 |
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| SKOKIE | IL | 60077 | (847) 679-2322 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

12/31/2009

02/10/2010

12/31/2009

02/10/2010

12/31/2009

02/10/2010

01/20/2010

02/09/2010

02/02/2010

02/09/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| to prevent new bed (pressure) sores or heal existing bed sores. | | |
| Give each resident care and services to get or keep the highest quality of life possible. | Pattern | Minimal harm or potential for actual harm |
| Provide services to meet the needs and preferences of each resident. | Isolated | Minimal harm or potential for actual harm |
| Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible. | Isolated | Actual harm |
| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 1.40E+248 | JOLIET TERRACE | 2230 MCDONOUGH |
| 145482 | SHERIDAN SHORES CR & REHAB CTR | 5838 NORTH SHERIDAN ROAD |
| 145818 | ASTA CARE CENTER OF ROCKFORD | 707 WEST RIVERSIDE BOULEVARD |
| 145818 | ASTA CARE CENTER OF ROCKFORD | 707 WEST RIVERSIDE BOULEVARD |
| 146098 | SHARON HEALTH CARE ELMS | 3611 NORTH ROCHELLE |
| 145632 | ST AGNES HC AND REHAB CENTER | 1725 SOUTH WABASH |
| 145668 | LINCOLN HOME, THE | 150 NORTH 27TH STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| JOLIET | IL | 60436 | (815) 729-3801 |
| CHICAGO | IL | 60660 | (773) 769-2230 |
| ROCKFORD | IL | 61103 | (815) 877-5752 |
| ROCKFORD | IL | 61103 | (815) 877-5752 |
| PEORIA | IL | 61604 | (309) 688-4412 |
| CHICAGO | IL | 60616 | (312) 922-2777 |
| BELLEVILLE | IL | 62226 | (618) 235-6600 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/20/2010

02/09/2010

02/05/2010

02/08/2010

01/15/2010

02/08/2010

01/15/2010

02/08/2010

01/21/2010

02/08/2010

01/08/2010

02/05/2010

02/02/2010

02/05/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Have a program to keep infection from spreading. | Pattern | Minimal harm or potential for actual harm |
| Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature. | Pattern | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that each resident who enters the nursing home without a catheter is not given a | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145726 | TIMBER POINT HEALTHCARE CENTER | 205 EAST SPRING STREET |
| 146126 | OUR LADY OF ANGELS RET HOME | 1201 WYOMING AVENUE |
| 14E327 | PINCKNEYVILLE HEALTH CARE CTR | 708 VIRGINIA COURT |
| 14E327 | PINCKNEYVILLE HEALTH CARE CTR | 708 VIRGINIA COURT |
| 145388 | RICHLAND CARE & REHAB | 410 EAST MACK |
| 145863 | MARION REHAB & NURSING CENTER | 1301 EAST DEYOUNG |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| CAMP POINT | IL | 62320 | (217) 593-7734 |
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| JOLIET | IL | 60435 | (815) 725-6631 |
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| PINCKNEYVILLE | IL | 62274 | (618) 357-2493 |
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| PINCKNEYVILLE | IL | 62274 | (618) 357-2493 |
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| OLNEY | IL | 62450 | (618) 395-7421 |
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| MARION | IL | 62959 | (618) 997-1365 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/20/2010

02/05/2010

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02/05/2010

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02/05/2010

01/14/2010

02/05/2010

02/04/2010

02/04/2010

01/26/2010

02/04/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| catheter, unless it is necessary. | | |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Make sure there is a program to prevent/deal with mice, insects, or other pests. | Widespread | Potential for minimal harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145926 | VERMILION MANOR NURSING HOME | 14792 CATLIN TILTON ROAD |
| 145926 | VERMILION MANOR NURSING HOME | 14792 CATLIN TILTON ROAD |
| 145926 | VERMILION MANOR NURSING HOME | 14792 CATLIN TILTON ROAD |
| 145926 | VERMILION MANOR NURSING HOME | 14792 CATLIN TILTON ROAD |
| 145926 | VERMILION MANOR NURSING HOME | 14792 CATLIN TILTON ROAD |
| 145914 | SOUTHPOINT NURSING & REHAB CENTER | 1010 WEST 95TH STREET |
| 145935 | PROVENA ST JOSEPH CENTER | 659 EAST JEFFERSON STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| DANVILLE | IL | 61834 | (217) 443-6430 |
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| DANVILLE | IL | 61834 | (217) 443-6430 |
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| DANVILLE | IL | 61834 | (217) 443-6430 |
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| DANVILLE | IL | 61834 | (217) 443-6430 |
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| DANVILLE | IL | 61834 | (217) 443-6430 |
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| CHICAGO | IL | 60643 | (773) 298-1177 |
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| FREEPORT | IL | 61032 | (815) 232-6181 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/04/2010

02/04/2010

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02/04/2010

01/04/2010

02/04/2010

01/14/2010

02/04/2010

02/03/2010

02/03/2010

12/22/2009

02/03/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| abuse, neglect or mistreatment of residents. | | |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Keep accurate and appropriate medical records. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Provide care in a way that keeps or builds each resident's dignity and self respect. | Isolated | Minimal harm or potential for actual harm |
| Provide services to meet the needs and preferences of each resident. | Pattern | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145935 | PROVENA ST JOSEPH CENTER | 659 EAST JEFFERSON STREET |
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| 145935 | PROVENA ST JOSEPH CENTER | 659 EAST JEFFERSON STREET |
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| 145382 | LEE MANOR | 1301 LEE STREET |
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| 145668 | LINCOLN HOME, THE | 150 NORTH 27TH STREET |
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| 145668 | LINCOLN HOME, THE | 150 NORTH 27TH STREET |
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| 145884 | CANTERBURY MANOR NURSING CTR | 718 NORTH MARKET STREET |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| FREEPORT | IL | 61032 | (815) 232-6181 |
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| FREEPORT | IL | 61032 | (815) 232-6181 |
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| DES PLAINES | IL | 60018 | (847) 635-4000 |
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| BELLEVILLE | IL | 62226 | (618) 235-6600 |
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| BELLEVILLE | IL | 62226 | (618) 235-6600 |
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|----------|----|-------|----------------|
| WATERLOO | IL | 62298 | (618) 939-8565 |
|----------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

12/22/2009

02/03/2010

12/22/2009

02/03/2010

01/19/2010

02/02/2010

01/21/2010

02/02/2010

01/21/2010

02/02/2010

01/13/2010

02/02/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

sores or heal existing bed sores.

| | | |
|---|---------|---|
| Keep each resident's personal and medical records private and confidential. | Pattern | Minimal harm or potential for actual harm |
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| Protect residents from mistreatment, neglect, and/or theft of personal property. | Isolated | Actual harm |
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| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
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| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

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| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

| | | |
|--|----------|---|
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|-------------------------------|----------------------------|
| 145884 | CANTERBURY MANOR NURSING CTR | 718 NORTH MARKET STREET |
| 145924 | HELIA HEALTHCARE OF CHAMPAIGN | 1915 SOUTH MATTIS STREET |
| 145389 | WATSEKA REHAB & HLTH CARE CTR | 715 EAST RAYMOND ROAD |
| 145479 | ATRIUM HEALTH CARE CENTER | 1425 WEST ESTES AVENUE |
| 145598 | SEMINARY MANOR | 2345 NORTH SEMINARY STREET |
| 145598 | SEMINARY MANOR | 2345 NORTH SEMINARY STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|----------|----|-------|----------------|
| WATERLOO | IL | 62298 | (618) 939-8565 |
|----------|----|-------|----------------|

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|-----------|----|-------|----------------|
| CHAMPAIGN | IL | 61821 | (217) 352-0516 |
|-----------|----|-------|----------------|

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|---------|----|-------|----------------|
| WATSEKA | IL | 60970 | (815) 432-5476 |
|---------|----|-------|----------------|

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|---------|----|-------|----------------|
| CHICAGO | IL | 60626 | (773) 973-4780 |
|---------|----|-------|----------------|

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|-----------|----|-------|----------------|
| GALESBURG | IL | 61401 | (309) 344-1300 |
|-----------|----|-------|----------------|

| | | | |
|-----------|----|-------|----------------|
| GALESBURG | IL | 61401 | (309) 344-1300 |
|-----------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/13/2010

02/02/2010

01/25/2010

02/02/2010

01/14/2010

02/01/2010

01/12/2010

02/01/2010

01/13/2010

02/01/2010

01/13/2010

02/01/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| abuse, neglect or mistreatment of residents. | | |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Use a registered nurse at least 8 hours a day, 7 days a week. | Pattern | Minimal harm or potential for actual harm |
| Make a complete assessment that covers all questions for areas that are listed in official regulations. | Pattern | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|-----------|---|--------------------------------------|
| 145598 | SEMINARY MANOR | 2345 NORTH SEMINARY STREET |
| 145598 | SEMINARY MANOR | 2345 NORTH SEMINARY STREET |
| 1.40E+148 | COLUMBUS MANOR RES CARE HOME | 5107 21 WEST JACKSON BOULEVARD |
| 1.40E+148 | COLUMBUS MANOR RES CARE HOME | 5107 21 WEST JACKSON BOULEVARD |
| 1.40E+148 | COLUMBUS MANOR RES CARE HOME | 5107 21 WEST JACKSON BOULEVARD |
| 145333 | WEST SUBURBAN NURSING & REHAB CENTER | 311 EDGEWATER DRIVE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------------|----|-------|----------------|
| GALESBURG | IL | 61401 | (309) 344-1300 |
| GALESBURG | IL | 61401 | (309) 344-1300 |
| CHICAGO | IL | 60644 | (773) 378-5490 |
| CHICAGO | IL | 60644 | (773) 378-5490 |
| CHICAGO | IL | 60644 | (773) 378-5490 |
| BLOOMINGDALE | IL | 60108 | (630) 894-7400 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/13/2010

02/01/2010

01/13/2010

02/01/2010

01/06/2010

01/29/2010

01/06/2010

01/29/2010

01/14/2010

01/29/2010

01/14/2010

01/28/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | | |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
| Provide services to meet the needs and preferences of each resident. | Pattern | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|-------------------------------------|-------------------------------|
| 145160 | CAPITOL CARE CENTER | 555 WEST CARPENTER |
| 145829 | BOULEVARD CARE NURSING & REHAB | 3405 SOUTH MICHIGAN AVENUE |
| 145829 | BOULEVARD CARE NURSING & REHAB | 3405 SOUTH MICHIGAN AVENUE |
| 145886 | ALEDO REHAB & HEALTH CARE CENTER | 304 S.W. 12TH STREET |
| 145985 | UNIVERSITY NURSING & REHABILITATION | UNIVERSITY DRIVE |
| 145985 | UNIVERSITY NURSING & REHABILITATION | UNIVERSITY DRIVE |
| 145985 | UNIVERSITY NURSING & REHABILITATION | UNIVERSITY DRIVE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|--------------|----|-------|----------------|
| SPRINGFIELD | IL | 62702 | (217) 525-1880 |
| CHICAGO | IL | 60616 | (312) 791-0035 |
| CHICAGO | IL | 60616 | (312) 791-0035 |
| ALEDO | IL | 61231 | (309) 582-5376 |
| EDWARDSVILLE | IL | 62025 | (618) 656-1081 |
| EDWARDSVILLE | IL | 62025 | (618) 656-1081 |
| EDWARDSVILLE | IL | 62025 | (618) 656-1081 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/12/2010

01/27/2010

01/12/2010

01/27/2010

01/12/2010

01/27/2010

01/19/2010

01/27/2010

01/11/2010

01/27/2010

01/11/2010

01/27/2010

01/11/2010

01/27/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health Nutrition and Dietary Deficiencies

Health Environmental Deficiencies

Health Mistreatment Deficiencies

Health Environmental Deficiencies

Health Quality Care Deficiencies

Health Resident Rights Deficiencies

Health Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| sores or heal existing bed sores. | | |
| Make sure that residents are well nourished. | Isolated | Minimal harm or potential for actual harm |
| Provide needed housekeeping and maintenance. | Pattern | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Keep all essential equipment working safely. | Widespread | Minimal harm or potential for actual harm |
| Give professional services that follow each resident's written care plan. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|----------------------------------|------------------------|
| 145688 | ALDEN PRINCETON REHAB & HCC | 255 WEST 69TH STREET |
| 145239 | SAINT CLARE HOME | 5533 NORTH GALENA ROAD |
| 145669 | GLENLAKE TER NRSG & REHAB CENTER | 2222 WEST 14TH STREET |
| 145200 | FRANKLIN GROVE NURSING CENTER | 502 NORTH STATE STREET |
| 145524 | HEARTLAND OF RIVERVIEW | 500 CENTENNIAL DRIVE |
| 145618 | SALEM VILLAGE NURSING & REHAB | 1314 ROWELL AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

CHICAGO IL 60621 (773) 224-5900

PEORIA HEIGHTS IL 61614 (309) 682-5428

WAUKEGAN IL 60085 (847) 249-2400

FRANKLIN GROVE IL 61031 (815) 456-2374

EAST PEORIA IL 61611 (309) 694-9865

JOLIET IL 60433 (815) 727-5451

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/07/2010

01/26/2010

01/22/2010

01/23/2010

01/22/2010

01/23/2010

01/07/2010

01/22/2010

01/21/2010

01/22/2010

01/21/2010

01/22/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

area is free of dangers that cause accidents.

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. Isolated

Actual harm

Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. Isolated

Immediate jeopardy to resident health or safety

Make sure that residents are safe from serious medication errors. Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents. Isolated

Actual harm

Make sure that the nursing home area is free of dangers that cause accidents. Isolated

Minimal harm or potential for actual harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|-----------------------------------|--------------------------|
| 145618 | SALEM VILLAGE NURSING & REHAB | 1314 ROWELL AVENUE |
| 145726 | TIMBER POINT HEALTHCARE CENTER | 205 EAST SPRING STREET |
| 145726 | TIMBER POINT HEALTHCARE CENTER | 205 EAST SPRING STREET |
| 145735 | BURNHAM HEALTHCARE | 14500 SOUTH MANISTEE |
| 145813 | METROPOLIS NURSING & REHAB CENTER | 2299 METROPOLIS STREET |
| 146064 | LINCOLN MANOR | 2650 NORTH MONROE STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|----|-------|----------------|
| JOLIET | IL | 60433 | (815) 727-5451 |
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| CAMP POINT | IL | 62320 | (217) 593-7734 |
|------------|----|-------|----------------|

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|------------|----|-------|----------------|
| CAMP POINT | IL | 62320 | (217) 593-7734 |
|------------|----|-------|----------------|

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|---------|----|-------|----------------|
| BURNHAM | IL | 60633 | (708) 862-1260 |
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|------------|----|-------|----------------|
| METROPOLIS | IL | 62960 | (618) 524-2634 |
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| DECATUR | IL | 62526 | (217) 875-1973 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/21/2010

01/22/2010

01/20/2010

01/22/2010

01/20/2010

01/22/2010

01/22/2010

01/22/2010

01/06/2010

01/22/2010

12/17/2009

01/22/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| residents. | | |
| Make sure that the nursing home area is free of dangers that cause accidents. | Pattern | Immediate jeopardy to resident health or safety |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan. | Isolated | Minimal harm or potential for actual harm |
| Provide at least one room to use as a dining room and for activities, that is a good size, with good lighting, airflow and furniture. | Widespread | Potential for minimal harm |
| Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature. | Pattern | Potential for minimal harm |
| Make sure that the nursing home area is free of dangers that cause | Pattern | Immediate jeopardy to resident health or safety |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|--------------------------------|-----------------------|
| 145087 | MANORCARE OF OAK LAWN WEST | 6300 WEST 95TH STREET |
| 145087 | MANORCARE OF OAK LAWN WEST | 6300 WEST 95TH STREET |
| 146085 | A MERKLE-C KNIPPRATH N H | RURAL ROUTE 1 |
| 145450 | ALDEN LAKELAND REHAB & HCC | 820 WEST LAWRENCE |
| 145977 | RENAISSANCE AT SOUTH SHORE,THE | 2425 EAST 71ST STREET |
| 145977 | RENAISSANCE AT SOUTH SHORE,THE | 2425 EAST 71ST |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|----------|----|-------|----------------|
| OAK LAWN | IL | 60453 | (708) 599-8800 |
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| OAK LAWN | IL | 60453 | (708) 599-8800 |
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| CLIFTON | IL | 60927 | (815) 694-2306 |
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| CHICAGO | IL | 60640 | (773) 769-2570 |
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| CHICAGO | IL | 60649 | (773) 721-5000 |
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| CHICAGO | IL | 60649 | (773) 721-5000 |
|---------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/12/2010

01/21/2010

01/12/2010

01/21/2010

01/20/2010

01/21/2010

01/06/2010

01/20/2010

01/19/2010

01/20/2010

01/19/2010

01/20/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| accidents. | | |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that residents who | Pattern | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

STREET

145991

COMMUNITY CARE

4314 SOUTH WABASH
AVENUE

146059

BARTON W STONE - JACKSONVILLE

873 GROVE STREET

145395

REHAB & CARE CTR - JACKSON CO

1441 NORTH 14TH
STREET

146046

BURNSIDES COMMUNITY HEALTH CTR

410 NORTH SECOND
STREET

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---------|----|-------|----------------|
| CHICAGO | IL | 60653 | (773) 538-8300 |
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|--------------|----|-------|----------------|
| JACKSONVILLE | IL | 62650 | (217) 479-3400 |
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| MURPHYSBORO | IL | 62966 | (618) 684-2136 |
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| MARSHALL | IL | 62441 | (217) 826-2358 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/12/2010

01/20/2010

01/19/2010

01/20/2010

12/16/2009

01/19/2010

12/22/2009

01/19/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Pharmacy Service Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| cannot care for themselves receive help with eating/drinking, grooming and hygiene. | | harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|-----------------------------------|-------------------------------|
| 145389 | WATSEKA REHAB & HLTH CARE CTR | 715 EAST RAYMOND ROAD |
| 145666 | CENTRALIA MANOR | 1910 EAST MCCORD RTE 161 EAST |
| 145666 | CENTRALIA MANOR | 1910 EAST MCCORD RTE 161 EAST |
| 145775 | HARMONY NURSING & REHAB CENTER | 3919 WEST FOSTER AVENUE |
| 145875 | GROVE LINCOLN PARK LIVING & REHAB | 2732 NORTH HAMPDEN COURT |
| 145989 | PARKER NURSING & REHAB CENTER | 516 WEST FRECH STREET |
| 145989 | PARKER NURSING & REHAB CENTER | 516 WEST FRECH STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

WATSEKA IL 60970 (815) 432-5476

CENTRALIA IL 62801 (618) 533-1200

CENTRALIA IL 62801 (618) 533-1200

CHICAGO IL 60625 (773) 588-9500

CHICAGO IL 60614 (773) 248-6000

STREATOR IL 61364 (815) 672-9390

STREATOR IL 61364 (815) 672-9390

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/14/2010

01/18/2010

12/30/2009

01/15/2010

12/30/2009

01/15/2010

12/29/2009

01/15/2010

01/06/2010

01/15/2010

01/14/2010

01/15/2010

01/14/2010

01/15/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Fire Safety

Exits and Egress Deficiencies

Fire Safety

Electrical Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| Make sure that the nursing home area is safe, easy to use, clean and comfortable. | Pattern | Minimal harm or potential for actual harm |
| Make a complete assessment that covers all questions for areas that are listed in official regulations. | Isolated | Minimal harm or potential for actual harm |
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
| exits that are accessible at all times. | Pattern | Minimal harm or potential for actual harm |
| properly installed electrical wiring and equipment. | Pattern | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--------------------|--------------------------|
| 145894 | FOX RIVER PAVILION | 400 EAST NEW YORK STREET |
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|--------|--------------------|--------------------------|
| 145894 | FOX RIVER PAVILION | 400 EAST NEW YORK STREET |
|--------|--------------------|--------------------------|

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| 145942 | OAK LAWN RESPIRATORY & REHAB | 9525 SOUTH MAYFIELD |
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| 145942 | OAK LAWN RESPIRATORY & REHAB | 9525 SOUTH MAYFIELD |
|--------|------------------------------|---------------------|

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|--------|-------------------------------|-------------------|
| 145863 | MARION REHAB & NURSING CENTER | 1301 EAST DEYOUNG |
|--------|-------------------------------|-------------------|

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|-----------|--------------------------|------------------|
| 1.40E+307 | NORTH AURORA CARE CENTER | 310 BANBURY ROAD |
|-----------|--------------------------|------------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

AURORA IL 60505 (630) 897-8714

AURORA IL 60505 (630) 897-8714

OAK LAWN IL 60453 (708) 636-7000

OAK LAWN IL 60453 (708) 636-7000

MARION IL 62959 (618) 997-1365

NORTH AURORA IL 60542 (630) 892-7627

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/06/2010

01/14/2010

01/06/2010

01/14/2010

01/13/2010

01/14/2010

01/13/2010

01/14/2010

12/30/2009

01/13/2010

01/11/2010

01/12/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Immediate jeopardy to resident health or safety |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan. | Isolated | Minimal harm or potential for actual harm |
| Provide enough notice before | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|--------------------------------|---------------------------|
| 145864 | PRESIDENTIAL PAVILION | 8001 SOUTH WESTERN AVENUE |
| 145908 | AMBERWOOD CARE CENTER | 2313 NORTH ROCKTON AVENUE |
| 145070 | COURTYARD HEALTHCARE CENTER | 3601 SOUTH HARLEM AVENUE |
| 145289 | HELIA HEALTHCARE OF BELLEVILLE | 40 NORTH 64TH STREET |
| 145289 | HELIA HEALTHCARE OF BELLEVILLE | 40 NORTH 64TH STREET |
| 145289 | HELIA HEALTHCARE OF BELLEVILLE | 40 NORTH 64TH STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| CHICAGO | IL | 60620 | (773) 436-6600 |
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| ROCKFORD | IL | 61103 | (815) 964-2200 |
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| BERWYN | IL | 60402 | (708) 749-4160 |
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| BELLEVILLE | IL | 62223 | (618) 397-8400 |
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| BELLEVILLE | IL | 62223 | (618) 397-8400 |
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| BELLEVILLE | IL | 62223 | (618) 397-8400 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

12/23/2009

01/11/2010

12/17/2009

01/10/2010

12/07/2009

01/08/2010

01/05/2010

01/08/2010

01/05/2010

01/08/2010

01/05/2010

01/08/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| discharging or transferring a resident. | | harm |
| Provide social services for related medical problems to help each resident achieve the highest possible quality of life. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Hire a qualified dietician. | Pattern | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145502 | TAYLORVILLE CARE CENTER | 600 SOUTH HOUSTON |
| 145502 | TAYLORVILLE CARE CENTER | 600 SOUTH HOUSTON |
| 145502 | TAYLORVILLE CARE CENTER | 600 SOUTH HOUSTON |
| 145660 | WESTCHESTER HEALTH & REHABILITATION | 2901 SOUTH WOLF ROAD |
| 145660 | WESTCHESTER HEALTH & REHABILITATION | 2901 SOUTH WOLF ROAD |
| 145660 | WESTCHESTER HEALTH & REHABILITATION | 2901 SOUTH WOLF ROAD |
| 145757 | CARBONDALE REHAB & NURSING CENTER | 120 NORTH TOWER ROAD |
| 145778 | MIDWAY NEUROLOGICAL / REHAB CENTER | 8540 SOUTH HARLEM |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| TAYLORVILLE | IL | 62568 | (217) 824-9636 |
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| TAYLORVILLE | IL | 62568 | (217) 824-9636 |
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| TAYLORVILLE | IL | 62568 | (217) 824-9636 |
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| WESTCHESTER | IL | 60154 | (708) 531-1441 |
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| WESTCHESTER | IL | 60154 | (708) 531-1441 |
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| WESTCHESTER | IL | 60154 | (708) 531-1441 |
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| CARBONDALE | IL | 62901 | (618) 549-3355 |
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| BRIDGEVIEW | IL | 60455 | (708) 598-2605 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

12/15/2009

01/08/2010

12/15/2009

01/08/2010

12/15/2009

01/08/2010

12/16/2009

01/08/2010

12/16/2009

01/08/2010

12/16/2009

01/08/2010

12/23/2009

01/08/2010

12/24/2009

01/08/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---|----------|---|
| Give each resident enough fluids to keep them healthy and prevent dehydration. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents are safe from serious medication errors. | Isolated | Minimal harm or potential for actual harm |
| 1) Provide 3 meals daily at regular times; or 2) serve breakfast within 14 hours after dinner; or 3) offer a snack at bedtime each day. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents are safe from serious medication errors. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary. | Isolated | Minimal harm or potential for actual harm |
| Provide social services for related medical problems to help each resident achieve the highest possible quality of life. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145928 | NORTH CHURCH NURSING & REHAB | 1021 NORTH CHURCH STREET |
| 146011 | ROBINGS MANOR REHAB & HEALTH CARE | 502 NORTH MAIN |
| 146015 | HEARTHSTONE MANOR | 920 N SEMINARY AVE P O BOX 520 |
| 145438 | COLLINSVILLE REHABILITATION & HEALTH CARE CENTER | 614 NORTH SUMMIT |
| 145438 | COLLINSVILLE REHABILITATION & HEALTH CARE CENTER | 614 NORTH SUMMIT |
| 145438 | COLLINSVILLE REHABILITATION & HEALTH CARE CENTER | 614 NORTH SUMMIT |
| 145438 | COLLINSVILLE REHABILITATION & HEALTH CARE CENTER | 614 NORTH SUMMIT |
| 145438 | COLLINSVILLE REHABILITATION & HEALTH CARE CENTER | 614 NORTH SUMMIT |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| JACKSONVILLE | IL | 62650 | (217) 245-4174 |
| BRIGHTON | IL | 62012 | (618) 372-3232 |
| WOODSTOCK | IL | 60098 | (815) 338-1749 |
| COLLINSVILLE | IL | 62234 | (618) 344-8476 |
| COLLINSVILLE | IL | 62234 | (618) 344-8476 |
| COLLINSVILLE | IL | 62234 | (618) 344-8476 |
| COLLINSVILLE | IL | 62234 | (618) 344-8476 |
| COLLINSVILLE | IL | 62234 | (618) 344-8476 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/08/2010

01/08/2010

12/08/2009

01/07/2010

12/15/2009

01/07/2010

01/06/2010

01/06/2010

01/06/2010

01/06/2010

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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Environmental Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Mistreatment Deficiencies |
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| Health | Mistreatment Deficiencies |
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| Health | Administration Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Have a program to keep infection from spreading. | Widespread | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Immediate jeopardy to resident health or safety |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Immediate jeopardy to resident health or safety |
| Protect each resident from all abuse, physical punishment, and being separated from others. | Isolated | Immediate jeopardy to resident health or safety |
| Be administered in a way that | Widespread | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

CARE CENTER

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| 145621 | PAVILION OF WAUKEGAN | 2217 WASHINGTON STREET |
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| 145621 | PAVILION OF WAUKEGAN | 2217 WASHINGTON STREET |
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| 145621 | PAVILION OF WAUKEGAN | 2217 WASHINGTON STREET |
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| 145388 | RICHLAND CARE & REHAB | 410 EAST MACK |
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| 145388 | RICHLAND CARE & REHAB | 410 EAST MACK |
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| 145388 | RICHLAND CARE & REHAB | 410 EAST MACK |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| WAUKEGAN | IL | 60085 | (847) 244-4100 |
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| WAUKEGAN | IL | 60085 | (847) 244-4100 |
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| WAUKEGAN | IL | 60085 | (847) 244-4100 |
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| OLNEY | IL | 62450 | (618) 395-7421 |
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| OLNEY | IL | 62450 | (618) 395-7421 |
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| OLNEY | IL | 62450 | (618) 395-7421 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

12/21/2009

01/06/2010

12/21/2009

01/06/2010

12/21/2009

01/06/2010

12/03/2009

01/04/2010

12/03/2009

01/04/2010

12/03/2009

01/04/2010

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| leads to the highest possible level of well being for each resident. | | harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Make a complete assessment that covers all questions for areas that are listed in official regulations. | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145792 | WOODBIDGE NURSING PAVILION | 2242 NORTH KEDZIE |
| 145792 | WOODBIDGE NURSING PAVILION | 2242 NORTH KEDZIE |
| 145757 | CARBONDALE REHAB & NURSING CENTER | 120 NORTH TOWER ROAD |
| 145413 | ASTA CARE CENTER OF TOLUCA | 101 EAST VIA GHIGLIERI |
| 145413 | ASTA CARE CENTER OF TOLUCA | 101 EAST VIA GHIGLIERI |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| CHICAGO | IL | 60647 | (773) 486-7700 |
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| CHICAGO | IL | 60647 | (773) 486-7700 |
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| CARBONDALE | IL | 62901 | (618) 549-3355 |
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| TOLUCA | IL | 61369 | (815) 452-2367 |
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| TOLUCA | IL | 61369 | (815) 452-2367 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

12/07/2009

01/04/2010

12/07/2009

01/04/2010

12/23/2009

01/01/2010

12/14/2009

12/31/2009

12/14/2009

12/31/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| accidents. | | |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |
| Provide needed housekeeping and maintenance. | Pattern | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145713 | MOMENCE MEADOWS NURSING & REHAB | 500 SOUTH WALNUT |
| 145995 | RENAISSANCE AT MIDWAY, THE | 4437 SOUTH CICERO |
| 145995 | RENAISSANCE AT MIDWAY, THE | 4437 SOUTH CICERO |
| 145257 | CRYSTAL PINES REHAB & HCC | 335 NORTH ILLINOIS AVENUE |
| 145257 | CRYSTAL PINES REHAB & HCC | 335 NORTH ILLINOIS AVENUE |
| 145736 | ALDEN TOWN MANOR REHAB & HCC | 6120 WEST OGDEN |
| 145736 | ALDEN TOWN MANOR REHAB & HCC | 6120 WEST OGDEN |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| MOMENCE | IL | 60954 | (815) 472-2423 |
| CHICAGO | IL | 60632 | (773) 884-0484 |
| CHICAGO | IL | 60632 | (773) 884-0484 |
| CRYSTAL LAKE | IL | 60014 | (815) 459-7791 |
| CRYSTAL LAKE | IL | 60014 | (815) 459-7791 |
| CICERO | IL | 60804 | (708) 863-0500 |
| CICERO | IL | 60804 | (708) 863-0500 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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12/14/2009 12/30/2009

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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Quality Care Deficiencies |
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| Health | Resident Assessment Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Resident Rights Deficiencies |
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| Health | Mistreatment Deficiencies |
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| Health | Mistreatment Deficiencies |
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| Health | Quality Care Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Make sure that all needed doctor visits are made personally by a doctor, as required. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed when the resident temporarily leaves the facility. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Protect residents from mistreatment, neglect, and/or theft of personal property. | Isolated | Actual harm |
| Make sure that residents with reduced range of motion get | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145736 | ALDEN TOWN MANOR REHAB & HCC | 6120 WEST OGDEN |
| 145337 | BRONZEVILLE PARK NSG & LVG CTR | 3400 SOUTH INDIANA |
| 145714 | OAK PARK HEALTHCARE CENTER | 625 NORTH HARLEM |
| 145937 | FAIRVIEW NURSING PLAZA | 321 ARNOLD AVENUE |
| 145946 | RENAISSANCE AT HILLSIDE | 4600 NORTH FRONTAGE ROAD |
| 145946 | RENAISSANCE AT HILLSIDE | 4600 NORTH |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| CICERO | IL | 60804 | (708) 863-0500 |
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| CHICAGO | IL | 60616 | (312) 842-5000 |
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| OAK PARK | IL | 60302 | (708) 848-5966 |
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| ROCKFORD | IL | 61108 | (815) 397-5531 |
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| HILLSIDE | IL | 60162 | (708) 544-9933 |
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| HILLSIDE | IL | 60162 | (708) 544-9933 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

11/12/2009

12/30/2009

12/14/2009

12/29/2009

12/17/2009

12/29/2009

12/29/2009

12/29/2009

12/09/2009

12/29/2009

12/09/2009

12/29/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Nutrition and Dietary Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---|----------|---|
| proper treatment and services to increase range of motion. | | |
| Make sure that residents are well nourished. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
| Provide services to meet the needs and preferences of each resident. | Isolated | Minimal harm or potential for actual harm |
| Have a program to keep infection | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 146005 | ASTA CARE CENTER - FORD COUNTY | FRONTAGE ROAD 1240 NORTH MARKET STREET |
| 145343 | AMBASSADOR NURSING & REHAB CENTER | 4900 NORTH BERNARD |
| 145343 | AMBASSADOR NURSING & REHAB CENTER | 4900 NORTH BERNARD |
| 145714 | OAK PARK HEALTHCARE CENTER | 625 NORTH HARLEM |
| 146132 | SOUTH SUBURBAN REHAB CENTER | 19000 HALSTED |
| 145846 | ROSEWOOD CARE CENTER OF EDWARDSVILLE | 6277 CENTER GROVE ROAD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------------|----|-------|----------------|
| PAXTON | IL | 60957 | (217) 379-4896 |
| CHICAGO | IL | 60625 | (773) 583-7130 |
| CHICAGO | IL | 60625 | (773) 583-7130 |
| OAK PARK | IL | 60302 | (708) 848-5966 |
| HOMEWOOD | IL | 60430 | (708) 957-9200 |
| EDWARDSVILLE | IL | 62025 | (618) 659-0605 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

12/29/2009

12/29/2009

12/09/2009

12/28/2009

12/09/2009

12/28/2009

12/17/2009

12/28/2009

12/02/2009

12/28/2009

12/23/2009

12/24/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| from spreading. | | harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Let each resident choose a personal doctor. | Isolated | Minimal harm or potential for actual harm |
| Send and promptly deliver unopened mail to residents. | Isolated | Minimal harm or potential for actual harm |
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give professional services that meet a professional standard of | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|-------------------------------|---------------------------|
| 145271 | HERITAGE MANOR-LITCHFIELD | 628 SOUTH ILLINOIS STREET |
| 145271 | HERITAGE MANOR-LITCHFIELD | 628 SOUTH ILLINOIS STREET |
| 145271 | HERITAGE MANOR-LITCHFIELD | 628 SOUTH ILLINOIS STREET |
| 145654 | LAKEVIEW NURSING & REHAB CTRE | 735 WEST DIVERSEY |
| 145665 | SHERIDAN HEALTH CARE CENTER | 2534 ELIM AVENUE |
| 145665 | SHERIDAN HEALTH CARE CENTER | 2534 ELIM AVENUE |
| 145984 | ALDEN NORTH SHORE REHAB & HCC | 5050 WEST TOUHY AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|------------|----|-------|----------------|
| LITCHFIELD | IL | 62056 | (217) 324-2153 |
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|------------|----|-------|----------------|
| LITCHFIELD | IL | 62056 | (217) 324-2153 |
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|------------|----|-------|----------------|
| LITCHFIELD | IL | 62056 | (217) 324-2153 |
|------------|----|-------|----------------|

| | | | |
|---------|----|-------|----------------|
| CHICAGO | IL | 60614 | (773) 348-4055 |
|---------|----|-------|----------------|

| | | | |
|------|----|-------|----------------|
| ZION | IL | 60099 | (847) 746-8435 |
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| ZION | IL | 60099 | (847) 746-8435 |
|------|----|-------|----------------|

| | | | |
|--------|----|-------|----------------|
| SKOKIE | IL | 60077 | (847) 679-6100 |
|--------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

12/17/2009

12/23/2009

12/17/2009

12/23/2009

12/17/2009

12/23/2009

12/15/2009

12/23/2009

08/17/2009

12/23/2009

08/17/2009

12/23/2009

12/07/2009

12/23/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Pharmacy Service Deficiencies

Health Mistreatment Deficiencies

Health Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| quality. | | |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents are safe from serious medication errors. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|---------------------------------|------------------------------|
| 146046 | BURNSIDES COMMUNITY HEALTH CTR | 410 NORTH SECOND STREET |
| 145070 | COURTYARD HEALTHCARE CENTER | 3601 SOUTH HARLEM AVENUE |
| 145339 | ELM BROOK HLTH C & REHAB CTRE | 127 WEST DIVERSEY |
| 145341 | FRIENDSHIP VILLAGE-SCHAUMBURG | 350 WEST SCHAUMBURG ROAD |
| 145341 | FRIENDSHIP VILLAGE-SCHAUMBURG | 350 WEST SCHAUMBURG ROAD |
| 145893 | MANORCARE OF PALOS HEIGHTS WEST | 11860 SOUTHWEST HIGHWAY |
| 145928 | NORTH CHURCH NURSING & REHAB | 1021 NORTH CHURCH STREET |
| 145928 | NORTH CHURCH NURSING & REHAB | 1021 NORTH CHURCH STREET |
| 14E847 | SPRINGFIELD CARE CENTER | 525 SO MARTIN LUTHER KING DR |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---------------|----|-------|----------------|
| MARSHALL | IL | 62441 | (217) 826-2358 |
| BERWYN | IL | 60402 | (708) 749-4160 |
| ELMHURST | IL | 60126 | (630) 530-5225 |
| SCHAUMBURG | IL | 60194 | (847) 884-5000 |
| SCHAUMBURG | IL | 60194 | (847) 884-5000 |
| PALOS HEIGHTS | IL | 60463 | (708) 361-4555 |
| JACKSONVILLE | IL | 62650 | (217) 245-4174 |
| JACKSONVILLE | IL | 62650 | (217) 245-4174 |
| SPRINGFIELD | IL | 62703 | (217) 789-1680 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | |
|------------|------------|
| 12/22/2009 | 12/23/2009 |
| 12/07/2009 | 12/22/2009 |
| 12/10/2009 | 12/22/2009 |
| 12/01/2009 | 12/21/2009 |
| 12/01/2009 | 12/21/2009 |
| 11/13/2009 | 12/21/2009 |
| 09/23/2009 | 12/21/2009 |
| 12/18/2009 | 12/21/2009 |
| 12/03/2009 | 12/21/2009 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | |
|--------|------------------------------------|
| Health | Administration Deficiencies |
| Health | Nutrition and Dietary Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Quality Care Deficiencies |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| Have licensed, certified, or registered staff to give needed services. | Pattern | Minimal harm or potential for actual harm |
| Store, cook, and give out food in a safe and clean way. | Pattern | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Make sure that each resident who enters the nursing home without a catheter is not given a | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--------------------------------|------------------------------|
| 145585 | CASEYVILLE NURSING & REHAB CTR | 601 WEST LINCOLN AVENUE |
| 145714 | OAK PARK HEALTHCARE CENTER | 625 NORTH HARLEM |
| 145344 | LIBERTYVILLE MANOR EXT CARE | 610 PETERSON ROAD |
| 145611 | ST JAMES MANOR & VILLA | 1521 EAST RICHTON ROAD |
| 145668 | LINCOLN HOME, THE | 150 NORTH 27TH STREET |
| 145684 | MANORCARE OF HOMEWOOD | 940 MAPLE AVENUE |
| 145888 | ALDEN NORTHMOOR REHAB & HCC | 5831 NORTH NORTHWEST HIGHWAY |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|--------------|----|-------|----------------|
| CASEYVILLE | IL | 62232 | (618) 345-3072 |
| OAK PARK | IL | 60302 | (708) 848-5966 |
| LIBERTYVILLE | IL | 60048 | (847) 367-6100 |
| CRETE | IL | 60417 | (708) 367-4401 |
| BELLEVILLE | IL | 62226 | (618) 235-6600 |
| HOMEWOOD | IL | 60430 | (708) 799-0244 |
| CHICAGO | IL | 60631 | (773) 775-8080 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

12/15/2009

12/19/2009

12/01/2009

12/19/2009

12/01/2009

12/18/2009

12/01/2009

12/18/2009

12/07/2009

12/18/2009

11/25/2009

12/18/2009

11/24/2009

12/18/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| without a catheter is not given a catheter, unless it is necessary. | | |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Provide enough notice before discharging or transferring a resident. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Pattern | Potential for minimal harm |
| Provide needed housekeeping and maintenance. | Pattern | Minimal harm or potential for actual harm |
| Provide services to meet the needs and preferences of each resident. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents receive treatment/services to continue to be able to care for themselves, unless a change is unavoidable. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

146075 GRANITE NURSING & REHABILITATION 3500 CENTURY DRIVE

146075 GRANITE NURSING & REHABILITATION 3500 CENTURY DRIVE

14E392 WEST CHICAGO TERRACE 928 JOLIET ROAD

145241 HELIA SOUTHBELT HEALTHCARE 101 SOUTH BELT WEST

145646 ROSEWOOD CARE CENTER OF EAST PEORIA 900 CENTENNIAL DRIVE

145239 SAINT CLARE HOME 5533 NORTH GALENA ROAD

145567 CARE CENTER OF ABINGDON 801 WEST MARTIN STREET

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

GRANITE CITY IL 62040 (618) 877-2700

GRANITE CITY IL 62040 (618) 877-2700

WEST CHICAGO IL 60185 (630) 231-9292

BELLEVILLE IL 62220 (618) 277-7700

EAST PEORIA IL 61611 (309) 699-5400

PEORIA HEIGHTS IL 61614 (309) 682-5428

ABINGDON IL 61410 (309) 462-2356

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

12/03/2009

12/18/2009

12/03/2009

12/18/2009

12/07/2009

12/18/2009

12/17/2009

12/17/2009

12/02/2009

12/17/2009

12/11/2009

12/16/2009

12/02/2009

12/16/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

residents.

| | | |
|--|----------|---|
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

| | | |
|--|----------|---|
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

| | | |
|--|---------|---|
| Provide care in a way that keeps or builds each resident's dignity and self respect. | Pattern | Minimal harm or potential for actual harm |
|--|---------|---|

| | | |
|---|---------|----------------------------|
| Keep safe, clean and homelike surroundings. | Pattern | Potential for minimal harm |
|---|---------|----------------------------|

| | | |
|---|----------|---|
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

| | | |
|---|----------|---|
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

| | | |
|---|----------|---|
| Give professional services that meet a professional standard of | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|--------------------------------|--------------------------|
| 145963 | ALDEN ORLAND PARK REHAB & HCC | 16450 SOUTH 97TH AVENUE |
| 145963 | ALDEN ORLAND PARK REHAB & HCC | 16450 SOUTH 97TH AVENUE |
| 145963 | ALDEN ORLAND PARK REHAB & HCC | 16450 SOUTH 97TH AVENUE |
| 146005 | ASTA CARE CENTER - FORD COUNTY | 1240 NORTH MARKET STREET |
| 146051 | BARRY COMMUNITY CARE CENTER | 1313 PRATT STREET |
| 145190 | HEARTLAND OF CHAMPAIGN | 309 EAST SPRINGFIELD |
| 145290 | CALVIN JOHNSON CARE CENTER | 727 NORTH 17TH STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

ORLAND PARK IL 60462 (708) 403-6500

ORLAND PARK IL 60462 (708) 403-6500

ORLAND PARK IL 60462 (708) 403-6500

PAXTON IL 60957 (217) 379-4896

BARRY IL 62312 (217) 335-2326

CHAMPAIGN IL 61820 (217) 352-5135

BELLEVILLE IL 62226 (618) 234-3323

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

12/04/2009

12/16/2009

12/04/2009

12/16/2009

12/04/2009

12/16/2009

12/03/2009

12/16/2009

11/25/2009

12/16/2009

12/03/2009

12/15/2009

11/23/2009

12/15/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

quality.

| | | |
|--|----------|---|
| Keep each resident's personal and medical records private and confidential. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Immediate jeopardy to resident health or safety |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

145502 TAYLORVILLE CARE CENTER 600 SOUTH HOUSTON

145549 BELHAVEN NURSING & REHAB CENTER 11401 SOUTH OAKLEY AVENUE

145549 BELHAVEN NURSING & REHAB CENTER 11401 SOUTH OAKLEY AVENUE

145771 RIVER BLUFF NURSING HOME 4401 NORTH MAIN STREET

145771 RIVER BLUFF NURSING HOME 4401 NORTH MAIN STREET

145821 ROSEWOOD CARE CENTER OF ELGIN 2355 ROYAL

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

TAYLORVILLE IL 62568 (217) 824-9636

CHICAGO IL 60643 (773) 233-6311

CHICAGO IL 60643 (773) 233-6311

ROCKFORD IL 61103 (815) 877-8061

ROCKFORD IL 61103 (815) 877-8061

ELGIN IL 60123 (847) 888-9585

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

12/15/2009

12/15/2009

10/14/2009

12/15/2009

10/14/2009

12/15/2009

11/13/2009

12/15/2009

11/13/2009

12/15/2009

11/16/2009

12/15/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

Give professional services that meet a professional standard of quality.

Isolated

Minimal harm or potential for actual harm

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Give residents proper treatment

Isolated

Minimal harm or potential for actual

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| | | BOULEVARD |
| 145863 | MARION REHAB & NURSING CENTER | 1301 EAST DEYOUNG |
| 1.40E+307 | NORTH AURORA CARE CENTER | 310 BANBURY ROAD |
| 1.40E+307 | NORTH AURORA CARE CENTER | 310 BANBURY ROAD |
| 145758 | GLENWOOD HEALTHCARE & REHAB. | 19330 SOUTH COTTAGE GROVE |
| 145862 | HILLTOP CONVALESCENT CENTER | 910 WEST POLK STREET |
| 145862 | HILLTOP CONVALESCENT CENTER | 910 WEST POLK STREET |
| 146078 | PERSHING CONVALESCENT HOME | 3900 SOUTH OAK PARK AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------------|----|-------|----------------|
| MARION | IL | 62959 | (618) 997-1365 |
| NORTH AURORA | IL | 60542 | (630) 892-7627 |
| NORTH AURORA | IL | 60542 | (630) 892-7627 |
| GLENWOOD | IL | 60425 | (708) 758-6200 |
| CHARLESTON | IL | 61920 | (217) 345-7066 |
| CHARLESTON | IL | 61920 | (217) 345-7066 |
| STICKNEY | IL | 60402 | (708) 484-7543 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

12/08/2009

12/15/2009

12/02/2009

12/14/2009

12/02/2009

12/14/2009

11/25/2009

12/11/2009

11/30/2009

12/11/2009

11/30/2009

12/11/2009

10/28/2009

12/11/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| to prevent new bed (pressure) sores or heal existing bed sores. | | harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Give the right treatment and services to residents who have mental or social problems adjusting. | Isolated | Actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|--------------------------------|---------------------|
| 145336 | WARREN BARR PAVILION | 66 WEST OAK STREET |
| 145336 | WARREN BARR PAVILION | 66 WEST OAK STREET |
| 145336 | WARREN BARR PAVILION | 66 WEST OAK STREET |
| 145847 | STEARNS NURSING & REHAB CENTER | 3900 STEARNS AVENUE |
| 145937 | FAIRVIEW NURSING PLAZA | 321 ARNOLD AVENUE |
| 145937 | FAIRVIEW NURSING PLAZA | 321 ARNOLD AVENUE |
| 145937 | FAIRVIEW NURSING PLAZA | 321 ARNOLD AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| CHICAGO | IL | 60610 | (312) 705-5100 |
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| CHICAGO | IL | 60610 | (312) 705-5100 |
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|---------|----|-------|----------------|
| CHICAGO | IL | 60610 | (312) 705-5100 |
|---------|----|-------|----------------|

| | | | |
|--------------|----|-------|----------------|
| GRANITE CITY | IL | 62040 | (618) 931-3900 |
|--------------|----|-------|----------------|

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|----------|----|-------|----------------|
| ROCKFORD | IL | 61108 | (815) 397-5531 |
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| ROCKFORD | IL | 61108 | (815) 397-5531 |
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| ROCKFORD | IL | 61108 | (815) 397-5531 |
|----------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

11/19/2009

12/10/2009

11/19/2009

12/10/2009

11/19/2009

12/10/2009

11/12/2009

12/10/2009

11/25/2009

12/10/2009

11/25/2009

12/10/2009

11/25/2009

12/10/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

investigate any acts or reports of abuse, neglect or mistreatment of residents.

Protect residents from mistreatment, neglect, and/or theft of personal property.

Isolated

Actual harm

Give professional services that meet a professional standard of quality.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Actual harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Isolated

Minimal harm or potential for actual harm

Protect each resident from all abuse, physical punishment, and being separated from others.

Isolated

Immediate jeopardy to resident health or safety

Provide needed housekeeping and maintenance.

Pattern

Minimal harm or potential for actual harm

1) Hire only people who have no legal history of abusing,

Isolated

Immediate jeopardy to resident health or safety

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145429 | ALDEN WENTWORTH REHAB & HCC | 201 WEST 69TH STREET |
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| 145689 | MANORCARE OF ELK GROVE VILLAGE | 1920 NERGE ROAD |
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| 145819 | CLAREMONT REHAB & LIVING CTR | 150 NORTH WEILAND ROAD |
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| 145946 | RENAISSANCE AT HILLSIDE | 4600 NORTH FRONTAGE ROAD |
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| 145946 | RENAISSANCE AT HILLSIDE | 4600 NORTH FRONTAGE ROAD |
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| 145946 | RENAISSANCE AT HILLSIDE | 4600 NORTH FRONTAGE ROAD |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| CHICAGO | IL | 60621 | (773) 487-1200 |
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|----------------------|----|-------|----------------|
| ELK GROVE VILLAGE | IL | 60007 | (847) 301-0550 |
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| BUFFALO GROVE | IL | 60089 | (847) 465-0200 |
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| HILLSIDE | IL | 60162 | (708) 544-9933 |
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| HILLSIDE | IL | 60162 | (708) 544-9933 |
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| HILLSIDE | IL | 60162 | (708) 544-9933 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

12/01/2009

12/09/2009

11/03/2009

12/09/2009

12/01/2009

12/09/2009

10/22/2009

12/09/2009

10/22/2009

12/09/2009

10/22/2009

12/09/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

| | | |
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| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. | Isolated | Minimal harm or potential for actual harm |
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| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
|---|----------|-------------|

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| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
|---|----------|-------------|

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| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
|---|----------|-------------|

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| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
|---|----------|-------------|

| | | |
|--|----------|---|
| Protect each resident from all abuse, physical punishment, and | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145969 | BERKSHIRE NURSING & REHAB CENTER | 8200 WEST ROOSEVELT ROAD |
| 146001 | INTERNATIONAL NURSING & REHAB CENTER | 4815 SOUTH WESTERN AVE |
| 146001 | INTERNATIONAL NURSING & REHAB CENTER | 4815 SOUTH WESTERN AVE |
| 146016 | SUNSET REHABILITATION & HEALTH CARE | 129 SOUTH 1ST AVENUE |
| 145126 | ALDEN LINCOLN REHAB & H C CTR | 504 WEST WELLINGTON AVENUE |
| 145126 | ALDEN LINCOLN REHAB & H C CTR | 504 WEST WELLINGTON AVENUE |
| 145476 | OREGON HEALTHCARE CENTER | 811 SOUTH 10TH STREET |
| 145856 | ALL FAITH PAVILION | 3500 SOUTH GILES AVENUE |
| 1.40E+169 | WINCREST NURSING CENTER CORP | 6326 NORTH WINTHROP AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-------------|----|-------|----------------|
| FOREST PARK | IL | 60130 | (708) 488-9850 |
| CHICAGO | IL | 60609 | (773) 927-4200 |
| CHICAGO | IL | 60609 | (773) 927-4200 |
| CANTON | IL | 61520 | (309) 647-4327 |
| CHICAGO | IL | 60657 | (773) 281-6200 |
| CHICAGO | IL | 60657 | (773) 281-6200 |
| OREGON | IL | 61061 | (815) 732-7994 |
| CHICAGO | IL | 60653 | (312) 326-2000 |
| CHICAGO | IL | 60660 | (773) 338-7800 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

12/08/2009

12/09/2009

11/23/2009

12/09/2009

11/23/2009

12/09/2009

12/08/2009

12/09/2009

12/03/2009

12/08/2009

12/03/2009

12/08/2009

11/18/2009

12/08/2009

11/17/2009

12/07/2009

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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Resident Rights Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Resident Rights Deficiencies |
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| Health | Mistreatment Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| being separated from others. | | |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Send and promptly deliver unopened mail to residents. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Have a private telephone available for use. | Isolated | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|---------------------------------|-----------------------------------|
| 145736 | ALDEN TOWN MANOR REHAB & HCC | 6120 WEST OGDEN |
| 145798 | COUNTRYSIDE NURSING & REHAB CTR | 1635 EAST 154TH STREET |
| 145798 | COUNTRYSIDE NURSING & REHAB CTR | 1635 EAST 154TH STREET |
| 146134 | SALINE CARE CENTER | 120 SOUTH LAND STREET, PO BOX 468 |
| 146134 | SALINE CARE CENTER | 120 SOUTH LAND STREET, PO BOX 468 |
| 14A057 | ALL AMERICAN NURSING HOME | 5448 NORTH BROADWAY STREET |
| 14A057 | ALL AMERICAN NURSING HOME | 5448 NORTH |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| CICERO | IL | 60804 | (708) 863-0500 |
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| DOLTON | IL | 60419 | (708) 841-9550 |
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| DOLTON | IL | 60419 | (708) 841-9550 |
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| HARRISBURG | IL | 62946 | (618) 252-7405 |
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| HARRISBURG | IL | 62946 | (618) 252-7405 |
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| CHICAGO | IL | 60640 | (773) 334-2224 |
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| CHICAGO | IL | 60640 | (773) 334-2224 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

11/12/2009

12/04/2009

11/10/2009

12/04/2009

11/10/2009

12/04/2009

11/16/2009

12/04/2009

11/16/2009

12/04/2009

11/02/2009

12/04/2009

11/02/2009

12/04/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

of residents and theft of residents' property.

Provide care in a way that keeps or builds each resident's dignity and self respect. Pattern

Potential for minimal harm

Keep accurate and appropriate medical records. Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. Isolated

Minimal harm or potential for actual harm

Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary. Isolated

Minimal harm or potential for actual harm

Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. Pattern

Minimal harm or potential for actual harm

Give or get special rehabilitation if in the patient's plan of care. Pattern

Minimal harm or potential for actual harm

Provide social services for related Pattern

Minimal harm or potential for actual

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

BROADWAY STREET

14A057

ALL AMERICAN NURSING HOME

5448 NORTH
BROADWAY STREET

14A057

ALL AMERICAN NURSING HOME

5448 NORTH
BROADWAY STREET

145987

GALESBURG TERRACE

1145 FRANK STREET

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

CHICAGO IL 60640 (773) 334-2224

CHICAGO IL 60640 (773) 334-2224

GALESBURG IL 61401 (309) 342-2103

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

11/02/2009

12/04/2009

11/02/2009

12/04/2009

12/02/2009

12/03/2009

12/02/2009

12/03/2009

12/02/2009

12/03/2009

12/02/2009

12/03/2009

12/02/2009

12/03/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| medical problems to help each resident achieve the highest possible quality of life. | | harm |
| Hire a qualified social worker; or in homes with more than 120 beds, hire a qualified full-time social worker. | Pattern | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Pattern | Minimal harm or potential for actual harm |
| Provide services to meet the needs and preferences of each resident. | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that follow each resident's written care plan. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Have drugs and other similar products available, which are | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145438 | COLLINSVILLE REHABILITATION & HEALTH CARE CENTER | 614 NORTH SUMMIT |
| 145438 | COLLINSVILLE REHABILITATION & HEALTH CARE CENTER | 614 NORTH SUMMIT |
| 145438 | COLLINSVILLE REHABILITATION & HEALTH CARE CENTER | 614 NORTH SUMMIT |
| 146008 | ALDEN OF WATERFORD | 2021 RANDI DRIVE |
| 146064 | LINCOLN MANOR | 2650 NORTH MONROE STREET |
| 145688 | ALDEN PRINCETON REHAB & HCC | 255 WEST 69TH STREET |
| 145705 | NATHAN HEALTH CARE CENTER | 5050 SUMMIT AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| COLLINSVILLE | IL | 62234 | (618) 344-8476 |
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| COLLINSVILLE | IL | 62234 | (618) 344-8476 |
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| COLLINSVILLE | IL | 62234 | (618) 344-8476 |
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| AURORA | IL | 60505 | (630) 851-7266 |
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| DECATUR | IL | 62526 | (217) 875-1973 |
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| CHICAGO | IL | 60621 | (773) 224-5900 |
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| EAST SAINT | IL | 62205 | (618) 874-3597 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

11/09/2009

12/02/2009

11/09/2009

12/02/2009

11/09/2009

12/02/2009

11/24/2009

12/02/2009

11/13/2009

12/02/2009

11/09/2009

12/01/2009

10/30/2009

12/01/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Pharmacy Service Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

needed every day and in emergencies, and give them out properly.

Keep accurate and appropriate medical records.

Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

Make sure that residents are safe

Isolated

Minimal harm or potential for actual

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|--|------------------|
| 146036 | SHAWNEE CHRISTIAN NURSING CTR | 1901 13TH STREET |
| 145897 | LEBANON CARE CENTER | 1201 NORTH ALTON |
| 145897 | LEBANON CARE CENTER | 1201 NORTH ALTON |
| 145897 | LEBANON CARE CENTER | 1201 NORTH ALTON |
| 145438 | COLLINSVILLE REHABILITATION & HEALTH CARE CENTER | 614 NORTH SUMMIT |
| 145438 | COLLINSVILLE REHABILITATION & HEALTH CARE CENTER | 614 NORTH SUMMIT |
| 145220 | PINE CREST HEALTH CARE | 3300 WEST 175TH |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

LOUIS

HERRIN IL 62948 (618) 942-7391

LEBANON IL 62254 (618) 537-4401

LEBANON IL 62254 (618) 537-4401

LEBANON IL 62254 (618) 537-4401

COLLINSVILLE IL 62234 (618) 344-8476

COLLINSVILLE IL 62234 (618) 344-8476

HAZEL CREST IL 60429 (708) 335-2400

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

10/23/2009

12/01/2009

09/28/2009

11/30/2009

10/14/2009

11/28/2009

10/14/2009

11/28/2009

11/09/2009

11/25/2009

11/09/2009

11/25/2009

10/19/2009

11/24/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Administration Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Assessment Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|------------|---|
| from serious medication errors. | | harm |
| Keep accurate and appropriate medical records. | Pattern | Potential for minimal harm |
| Keep clinical information safe, so that it will not be lost, destroyed or used by the wrong person. | Widespread | Potential for minimal harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Make a complete assessment that covers all questions for areas that are listed in official regulations. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

STREET

145323 CARRIER MILLS NURSING & REHAB CENTER 6789 US RT 45, P O
BOX 68

145387 ST ANTHONY'S NRSG & REHAB CENTER 767 30TH STREET

145825 SOUTH ELGIN REHAB & HCC 746 WEST SPRING
STREET

145948 BEMENT HEALTH CARE CENTER 601 NORTH MORGAN

146034 TILLERS NSG AND REHAB CTR 4390 ROUTE 71

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

CARRIER MILLS IL 62917 (618) 994-2323

ROCK ISLAND IL 61201 (309) 788-7631

SOUTH ELGIN IL 60177 (847) 697-0565

BEMENT IL 61813 (217) 678-2191

OSWEGO IL 60543 (630) 554-1001

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

11/04/2009

11/20/2009

11/19/2009

11/20/2009

10/30/2009

11/20/2009

11/10/2009

11/20/2009

10/26/2009

11/20/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

area is free of dangers that cause accidents.

harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Give each resident care and services to get or keep the

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 146038 | PRAIRIE CITY REHAB & H C | 825 E MAIN STREET, RR #2, BOX 97 |
| 146038 | PRAIRIE CITY REHAB & H C | 825 E MAIN STREET, RR #2, BOX 97 |
| 145801 | PLEASANT VIEW LUTHER HOME | 505 COLLEGE AVENUE |
| 145830 | WOOD GLEN NURSING & REHAB CTR | 201 WEST NORTH AVENUE |
| 145834 | COLUMBUS PARK N & REHAB CENTER | 901 SOUTH AUSTIN |
| 145942 | OAK LAWN RESPIRATORY & REHAB | 9525 SOUTH MAYFIELD |
| 145942 | OAK LAWN RESPIRATORY & REHAB | 9525 SOUTH |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

PRAIRIE CITY IL 61470 (309) 775-3313

PRAIRIE CITY IL 61470 (309) 775-3313

OTTAWA IL 61350 (815) 434-1130

WEST CHICAGO IL 60185 (630) 876-8100

CHICAGO IL 60644 (773) 287-5959

OAK LAWN IL 60453 (708) 636-7000

OAK LAWN IL 60453 (708) 636-7000

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

10/13/2009

11/20/2009

10/13/2009

11/20/2009

11/19/2009

11/19/2009

10/15/2009

11/19/2009

11/12/2009

11/19/2009

11/17/2009

11/18/2009

11/17/2009

11/18/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

highest quality of life possible.

Give professional services that meet a professional standard of quality.

Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Provide enough notice before

Isolated

Minimal harm or potential for actual

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

MAYFIELD

145639

CHICAGO RIDGE NURSING CENTER

10602 SOUTHWEST
HIGHWAY

145819

CLAREMONT REHAB & LIVING CTR

150 NORTH WEILAND
ROAD

1.40E+148

COLUMBUS MANOR RES CARE HOME

5107 21 WEST
JACKSON
BOULEVARD

145347

GILMAN HEALTHCARE CENTER

1390 SOUTH
CRESCENT STREET,
BOX 307

145413

ASTA CARE CENTER OF TOLUCA

101 EAST VIA
GHIGLIERI

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| CHICAGO RIDGE | IL | 60415 | (708) 448-1540 |
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| BUFFALO GROVE | IL | 60089 | (847) 465-0200 |
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| CHICAGO | IL | 60644 | (773) 378-5490 |
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| GILMAN | IL | 60938 | (815) 265-7208 |
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| TOLUCA | IL | 61369 | (815) 452-2367 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

10/23/2009

11/16/2009

10/27/2009

11/16/2009

10/01/2009

11/15/2009

10/26/2009

11/13/2009

10/26/2009

11/13/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Assessment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| discharging or transferring a resident. | | harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Provide social services for related medical problems to help each resident achieve the highest possible quality of life. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145413 | ASTA CARE CENTER OF TOLUCA | 101 EAST VIA GHIGLIERI |
| 145834 | COLUMBUS PARK N & REHAB CENTER | 901 SOUTH AUSTIN |
| 145834 | COLUMBUS PARK N & REHAB CENTER | 901 SOUTH AUSTIN |
| 146005 | ASTA CARE CENTER - FORD COUNTY | 1240 NORTH MARKET STREET |
| 145208 | BRIDGEVIEW HEALTH CARE CENTER | 8100 SOUTH HARLEM AVENUE |
| 145772 | ODD FELLOW-REBEKAH HOME | 201 LAFAYETTE AVENUE EAST |
| 145858 | ELMWOOD NURSING & REHAB CENTER | 152 WILMA DRIVE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|----|-------|----------------|
| TOLUCA | IL | 61369 | (815) 452-2367 |
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| CHICAGO | IL | 60644 | (773) 287-5959 |
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| CHICAGO | IL | 60644 | (773) 287-5959 |
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| PAXTON | IL | 60957 | (217) 379-4896 |
|--------|----|-------|----------------|

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| BRIDGEVIEW | IL | 60455 | (708) 594-5440 |
|------------|----|-------|----------------|

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| MATTOON | IL | 61938 | (217) 235-5449 |
|---------|----|-------|----------------|

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| MARYVILLE | IL | 62062 | (618) 344-7750 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

10/26/2009

11/13/2009

10/14/2009

11/13/2009

10/14/2009

11/13/2009

10/22/2009

11/13/2009

10/30/2009

11/12/2009

10/27/2009

11/12/2009

11/09/2009

11/11/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

update the care plan.

| | | |
|---|----------|---|
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

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| Protect each resident from all abuse, physical punishment, and being separated from others. | Isolated | Actual harm |
|---|----------|-------------|

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| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
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| Provide services to meet the needs and preferences of each resident. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

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| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

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| Make sure that each resident's nutritional needs were met. | Isolated | Minimal harm or potential for actual harm |
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| Properly hold, secure and manage each resident's personal money which is deposited with | Pattern | Potential for minimal harm |
|---|---------|----------------------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

146019

WABASH CHRISTIAN RETIREMENT

COLLEGE
BOULEVARD

145563

PROVENA ST ANNE CENTER

4405 HIGHCREST
ROAD

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

CARMI IL 62821 (618) 382-4644

ROCKFORD IL 61107 (815) 229-1999

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

10/29/2009

11/11/2009

11/10/2009

11/10/2009

11/10/2009

11/10/2009

11/10/2009

11/10/2009

11/10/2009

11/10/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

the nursing home.

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|--|----------|---|
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary. | Pattern | Minimal harm or potential for actual harm |
| Give each resident enough fluids to keep them healthy and prevent | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|--------------------------------|--------------------------|
| 145563 | PROVENA ST ANNE CENTER | 4405 HIGHCREST ROAD |
| 145834 | COLUMBUS PARK N & REHAB CENTER | 901 SOUTH AUSTIN |
| 145928 | NORTH CHURCH NURSING & REHAB | 1021 NORTH CHURCH STREET |
| 145033 | TERRACE NH, THE | 1615 SUNSET AVENUE |
| 145734 | EVERGREEN HEALTH CARE CENTER | 10124 SOUTH KEDZIE |
| 146112 | BRADLEY ROYALE | 650 NORTH KINZIE |
| 146112 | BRADLEY ROYALE | 650 NORTH KINZIE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|----------|----|-------|----------------|
| ROCKFORD | IL | 61107 | (815) 229-1999 |
|----------|----|-------|----------------|

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|---------|----|-------|----------------|
| CHICAGO | IL | 60644 | (773) 287-5959 |
|---------|----|-------|----------------|

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| JACKSONVILLE | IL | 62650 | (217) 245-4174 |
|--------------|----|-------|----------------|

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|----------|----|-------|----------------|
| WAUKEGAN | IL | 60087 | (847) 244-6700 |
|----------|----|-------|----------------|

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|-------------------|----|-------|----------------|
| EVERGREEN PARK | IL | 60805 | (708) 907-7000 |
|-------------------|----|-------|----------------|

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|---------|----|-------|----------------|
| BRADLEY | IL | 60915 | (815) 933-1666 |
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| BRADLEY | IL | 60915 | (815) 933-1666 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

11/10/2009

11/10/2009

10/14/2009

11/09/2009

09/23/2009

11/09/2009

10/07/2009

11/06/2009

11/05/2009

11/06/2009

10/09/2009

11/05/2009

10/09/2009

11/05/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Assessment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

dehydration.

| | | |
|--|----------|---|
| Keep accurate and appropriate medical records. | Isolated | Minimal harm or potential for actual harm |
| Provide clean bed and bath linens that are in good condition. | Pattern | Minimal harm or potential for actual harm |
| Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Keep each resident free from physical restraints, unless needed for medical treatment. | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|--------------------------------|---------------------------|
| 146112 | BRADLEY ROYALE | 650 NORTH KINZIE |
| 145424 | GLENSHIRE NURSING & REHAB CTRE | 22660 SOUTH CICERO AVENUE |
| 145424 | GLENSHIRE NURSING & REHAB CTRE | 22660 SOUTH CICERO AVENUE |
| 145424 | GLENSHIRE NURSING & REHAB CTRE | 22660 SOUTH CICERO AVENUE |
| 145811 | BELLA VISTA CARE CENTER | 1629 GARDNER LANE |
| 145811 | BELLA VISTA CARE CENTER | 1629 GARDNER LANE |
| 145811 | BELLA VISTA CARE CENTER | 1629 GARDNER LANE |
| 145811 | BELLA VISTA CARE CENTER | 1629 GARDNER LANE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| BRADLEY | IL | 60915 | (815) 933-1666 |
| RIGHTON PARK | IL | 60471 | (708) 747-6120 |
| RIGHTON PARK | IL | 60471 | (708) 747-6120 |
| RIGHTON PARK | IL | 60471 | (708) 747-6120 |
| PEORIA HEIGHTS | IL | 61614 | (309) 685-1545 |
| PEORIA HEIGHTS | IL | 61614 | (309) 685-1545 |
| PEORIA HEIGHTS | IL | 61614 | (309) 685-1545 |
| PEORIA HEIGHTS | IL | 61614 | (309) 685-1545 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

10/09/2009

11/05/2009

09/22/2009

11/04/2009

10/29/2009

11/04/2009

10/29/2009

11/04/2009

10/15/2009

11/04/2009

10/15/2009

11/04/2009

10/15/2009

11/04/2009

10/15/2009

11/04/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Environmental Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---|----------|---|
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Give professional services that meet a professional standard of quality. | Pattern | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Pattern | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

145811 BELLA VISTA CARE CENTER 1629 GARDNER LANE

145811 BELLA VISTA CARE CENTER 1629 GARDNER LANE

145811 BELLA VISTA CARE CENTER 1629 GARDNER LANE

145970 WINDSOR PARK NURSING & LIVING CENTER 2649 EAST 75TH ST

145244 LAKE SHORE HLTHCARE &REHAB CTR 7200 NORTH
SHERIDAN ROAD

145494 MCLEAN COUNTY NURSING HOME 901 NORTH MAIN

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

PEORIA HEIGHTS IL 61614 (309) 685-1545

PEORIA HEIGHTS IL 61614 (309) 685-1545

PEORIA HEIGHTS IL 61614 (309) 685-1545

CHICAGO IL 60649 (773) 356-9300

CHICAGO IL 60626 (773) 973-7200

NORMAL IL 61761 (309) 888-5380

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

10/15/2009

11/04/2009

10/15/2009

11/04/2009

10/15/2009

11/04/2009

10/16/2009

11/04/2009

10/15/2009

11/03/2009

10/14/2009

11/03/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible.

Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.

Isolated
Minimal harm or potential for actual harm

Make sure that residents are safe from serious medication errors.

Isolated

Minimal harm or potential for actual harm

Have a program to keep infection from spreading.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Try to resolve each resident's complaints quickly.

Isolated

Minimal harm or potential for actual harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-----------|-----------------------------------|----------------------------|
| 145982 | MANORCARE OF NORTHBROOK | 3300 MILWAUKEE AVE. |
| 145663 | ELMWOOD TERRACE HEALTHCARE CTR | 1017 WEST GALENA BOULEVARD |
| 145688 | ALDEN PRINCETON REHAB & HCC | 255 WEST 69TH STREET |
| 1.40E+108 | KANKAKEE TERRACE | 100 BELLE AIRE |
| 145439 | CHAMPAIGN URBANA REG REHAB CENTER | 302 WEST BURWASH |
| 145735 | BURNHAM HEALTHCARE | 14500 SOUTH MANISTEE |
| 145989 | PARKER NURSING & REHAB CENTER | 516 WEST FRECH STREET |
| 145989 | PARKER NURSING & REHAB CENTER | 516 WEST FRECH STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-------------|----|-------|----------------|
| NORTHBROOK | IL | 60062 | (847) 795-9700 |
| AURORA | IL | 60506 | (630) 897-3100 |
| CHICAGO | IL | 60621 | (773) 224-5900 |
| BOURBONNAIS | IL | 60914 | (815) 939-0910 |
| SAVOY | IL | 61874 | (217) 402-9700 |
| BURNHAM | IL | 60633 | (708) 862-1260 |
| STREATOR | IL | 61364 | (815) 672-9390 |
| STREATOR | IL | 61364 | (815) 672-9390 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

10/08/2009

11/03/2009

10/27/2009

11/02/2009

10/14/2009

11/02/2009

10/15/2009

10/31/2009

10/29/2009

10/30/2009

08/21/2009

10/30/2009

10/29/2009

10/30/2009

10/29/2009

10/30/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Have a program to keep infection from spreading. | Pattern | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents are safe from serious medication errors. | Isolated | Actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Keep each resident free from physical restraints, unless | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

145350

MANORCARE OF ROLLING MEADOWS

4225 KIRCHOFF ROAD

145350

MANORCARE OF ROLLING MEADOWS

4225 KIRCHOFF ROAD

145563

PROVENA ST ANNE CENTER

4405 HIGHCREST
ROAD

145563

PROVENA ST ANNE CENTER

4405 HIGHCREST
ROAD

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| ROLLING MEADOWS | IL | 60008 | (847) 397-2400 |
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| ROLLING MEADOWS | IL | 60008 | (847) 397-2400 |
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| ROCKFORD | IL | 61107 | (815) 229-1999 |
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| ROCKFORD | IL | 61107 | (815) 229-1999 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

10/29/2009

10/29/2009

10/29/2009

10/29/2009

10/27/2009

10/28/2009

10/27/2009

10/28/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

needed for medical treatment.

| | | |
|---|----------|---|
| Protect each resident from all abuse, physical punishment, and being separated from others. | Isolated | Immediate jeopardy to resident health or safety |
|---|----------|---|

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|---|----------|---|
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Immediate jeopardy to resident health or safety |
|---|----------|---|

| | | |
|---|----------|---|
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
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| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|--------------------------------|------------------------------------|
| 145942 | OAK LAWN RESPIRATORY & REHAB | 9525 SOUTH MAYFIELD |
| 145942 | OAK LAWN RESPIRATORY & REHAB | 9525 SOUTH MAYFIELD |
| 145942 | OAK LAWN RESPIRATORY & REHAB | 9525 SOUTH MAYFIELD |
| 14E390 | BAYSIDE TERRACE | 1100 SOUTH LEWIS AVENUE |
| 145029 | PROVENA VILLA FRANCISCAN | 210 NORTH SPRINGFIELD AVENUE |
| 145337 | BRONZEVILLE PARK NSG & LVG CTR | 3400 SOUTH INDIANA |
| 145765 | HERITAGE NURSING HOME | 5888 NORTH RIDGE |
| 145630 | FOREST VILLA NSG & REHAB, LLC | 6840 WEST TOUHY AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

OAK LAWN IL 60453 (708) 636-7000

OAK LAWN IL 60453 (708) 636-7000

OAK LAWN IL 60453 (708) 636-7000

WAUKEGAN IL 60085 (847) 244-9099

JOLIET IL 60435 (815) 725-3400

CHICAGO IL 60616 (312) 842-5000

CHICAGO IL 60660 (773) 769-2626

NILES IL 60714 (847) 647-6400

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

10/27/2009

10/28/2009

10/27/2009

10/28/2009

10/27/2009

10/28/2009

10/28/2009

10/28/2009

10/16/2009

10/27/2009

09/30/2009

10/27/2009

09/18/2009

10/27/2009

10/02/2009

10/26/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|------------|---|
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Provide care in a way that keeps or builds each resident's dignity and self respect. | Widespread | Potential for minimal harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Pattern | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|------------------------------------|------------------------|
| 146083 | MANOR COURT OF PRINCETON | 140 NORTH SIXTH STREET |
| 145087 | MANORCARE OF OAK LAWN WEST | 6300 WEST 95TH STREET |
| 145630 | FOREST VILLA NSG & REHAB, LLC | 6840 WEST TOUHY AVENUE |
| 145630 | FOREST VILLA NSG & REHAB, LLC | 6840 WEST TOUHY AVENUE |
| 145112 | HOLY FAMILY NURSING & REHAB CENTER | 2380 DEMPSTER STREET |
| 145241 | HELIA SOUTHBELT HEALTHCARE | 101 SOUTH BELT WEST |
| 145241 | HELIA SOUTHBELT HEALTHCARE | 101 SOUTH BELT WEST |
| 145241 | HELIA SOUTHBELT HEALTHCARE | 101 SOUTH BELT |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-------------|----|-------|----------------|
| PRINCETON | IL | 61356 | (815) 875-6600 |
| OAK LAWN | IL | 60453 | (708) 599-8800 |
| NILES | IL | 60714 | (847) 647-6400 |
| NILES | IL | 60714 | (847) 647-6400 |
| DES PLAINES | IL | 60016 | (847) 296-3335 |
| BELLEVILLE | IL | 62220 | (618) 277-7700 |
| BELLEVILLE | IL | 62220 | (618) 277-7700 |
| BELLEVILLE | IL | 62220 | (618) 277-7700 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

10/13/2009 10/26/2009

09/25/2009 10/25/2009

10/02/2009 10/25/2009

10/02/2009 10/25/2009

10/14/2009 10/23/2009

07/02/2009 10/23/2009

07/02/2009 10/23/2009

07/21/2009 10/23/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | |
|--------|------------------------------------|
| Health | Pharmacy Service Deficiencies |
| Health | Environmental Deficiencies |
| Health | Nutrition and Dietary Deficiencies |
| Health | Nutrition and Dietary Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Resident Assessment Deficiencies |
| Health | Environmental Deficiencies |
| Health | Pharmacy Service Deficiencies |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| Make sure that residents are safe from serious medication errors. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature. | Pattern | Minimal harm or potential for actual harm |
| Store, cook, and give out food in a safe and clean way. | Pattern | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that residents are safe | Pattern | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

WEST
101 SOUTH BELT
WEST

145241 HELIA SOUTHBELT HEALTHCARE

145241 HELIA SOUTHBELT HEALTHCARE 101 SOUTH BELT
WEST

145241 HELIA SOUTHBELT HEALTHCARE 101 SOUTH BELT
WEST

145241 HELIA SOUTHBELT HEALTHCARE 101 SOUTH BELT
WEST

145718 CRESTWOOD CARE CENTRE 14255 SOUTH CICERO
AVENUE

145718 CRESTWOOD CARE CENTRE 14255 SOUTH CICERO
AVENUE

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|------------|----|-------|----------------|
| BELLEVILLE | IL | 62220 | (618) 277-7700 |
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| BELLEVILLE | IL | 62220 | (618) 277-7700 |
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| BELLEVILLE | IL | 62220 | (618) 277-7700 |
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| BELLEVILLE | IL | 62220 | (618) 277-7700 |
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| CRESTWOOD | IL | 60445 | (708) 371-0400 |
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| CRESTWOOD | IL | 60445 | (708) 371-0400 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

10/01/2009

10/23/2009

10/01/2009

10/23/2009

10/01/2009

10/23/2009

10/01/2009

10/23/2009

09/30/2009

10/23/2009

09/30/2009

10/23/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

from serious medication errors.

harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.

Isolated

Minimal harm or potential for actual harm

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.

Isolated

Minimal harm or potential for actual harm

Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.

Isolated

Minimal harm or potential for actual harm

Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion.

Pattern

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|-------------------------------------|--------------------------------|
| 145718 | CRESTWOOD CARE CENTRE | 14255 SOUTH CICERO AVENUE |
| 145371 | ASTA CARE CENTER OF BLOOMINGTN | 1509 NORTH CALHOUN STREET |
| 145382 | LEE MANOR | 1301 LEE STREET |
| 145450 | ALDEN LAKELAND REHAB & HCC | 820 WEST LAWRENCE |
| 145483 | MONTGOMERY NURSING & REHAB CTR, INC | 9086 IL ROUTE 127, P O BOX 309 |
| 145483 | MONTGOMERY NURSING & REHAB CTR, INC | 9086 IL ROUTE 127, P O BOX 309 |
| 145483 | MONTGOMERY NURSING & REHAB CTR, INC | 9086 IL ROUTE 127, P O BOX 309 |
| 145278 | STERLING PAVILION | 105 EAST 23RD STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

CRESTWOOD IL 60445 (708) 371-0400

BLOOMINGTON IL 61701 (309) 827-6046

DES PLAINES IL 60018 (847) 635-4000

CHICAGO IL 60640 (773) 769-2570

HILLSBORO IL 62049 (217) 532-6126

HILLSBORO IL 62049 (217) 532-6126

HILLSBORO IL 62049 (217) 532-6126

STERLING IL 61081 (815) 626-4264

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/30/2009

10/23/2009

10/22/2009

10/22/2009

10/02/2009

10/22/2009

10/09/2009

10/22/2009

10/06/2009

10/22/2009

10/06/2009

10/22/2009

10/06/2009

10/22/2009

10/15/2009

10/21/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| Keep accurate and appropriate medical records. | Isolated | Minimal harm or potential for actual harm |
| Protect each resident from all abuse, physical punishment, and being separated from others. | Isolated | Immediate jeopardy to resident health or safety |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Properly mark drugs and other similar products. | Pattern | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Provide services to meet the needs and preferences of each resident. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--------------------------------|--------------------------------|
| 145593 | MANORCARE OF LIBERTYVILLE | 1500 SOUTH MILWAUKEE AVENUE |
| 145872 | ALDEN LONG GROVE REHAB &HC CTR | BOX 2308 RFD HICKS ROAD |
| 145268 | GLENVIEW TERRACE NURSING CTR | 1511 GREENWOOD ROAD |
| 145268 | GLENVIEW TERRACE NURSING CTR | 1511 GREENWOOD ROAD |
| 145278 | STERLING PAVILION | 105 EAST 23RD STREET |
| 145728 | MANOR COURT OF MARYVILLE | OFF STATE ROUTE 162 |
| 145734 | EVERGREEN HEALTH CARE CENTER | 10124 SOUTH KEDZIE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

LIBERTYVILLE IL 60048 (847) 816-3200

LONG GROVE IL 60047 (847) 438-8275

GLENVIEW IL 60025 (847) 729-9090

GLENVIEW IL 60025 (847) 729-9090

STERLING IL 61081 (815) 626-4264

MARYVILLE IL 62062 (618) 288-5999

EVERGREEN IL 60805 (708) 907-7000
PARK

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

10/21/2009

10/21/2009

10/09/2009

10/21/2009

10/01/2009

10/20/2009

10/01/2009

10/20/2009

10/15/2009

10/20/2009

10/06/2009

10/19/2009

10/19/2009

10/19/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

quality.

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for; or 2) how to apply for Medicaid, along with the names and addresses of State groups that can help.

Widespread

Minimal harm or potential for actual harm

Give professional services that meet a professional standard of quality.

Isolated

Minimal harm or potential for actual harm

Keep accurate and appropriate medical records.

Isolated

Minimal harm or potential for actual harm

Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.

Isolated

Minimal harm or potential for actual harm

Provide enough notice before discharging or transferring a resident.

Isolated

Minimal harm or potential for actual harm

Make sure that each resident who enters the nursing home

Isolated

Immediate jeopardy to resident health or safety

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|------------------------------|-----------------------|
| 145734 | EVERGREEN HEALTH CARE CENTER | 10124 SOUTH KEDZIE |
| 146022 | FAIR OAKS | 200 HEALTH CARE DRIVE |
| 145039 | HEARTLAND OF PEORIA | 5600 GLEN ELM DRIVE |
| 145039 | HEARTLAND OF PEORIA | 5600 GLEN ELM DRIVE |
| 145039 | HEARTLAND OF PEORIA | 5600 GLEN ELM DRIVE |
| 145039 | HEARTLAND OF PEORIA | 5600 GLEN ELM DRIVE |
| 145259 | ALDEN PARK STRATHMOOR | 5668 STRATHMOOR DRIVE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-------------------|----|-------|----------------|
| EVERGREEN PARK | IL | 60805 | (708) 907-7000 |
|-------------------|----|-------|----------------|

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| GREENVILLE | IL | 62246 | (618) 664-1230 |
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| PEORIA | IL | 61614 | (309) 693-8777 |
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| PEORIA | IL | 61614 | (309) 693-8777 |
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| PEORIA | IL | 61614 | (309) 693-8777 |
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| PEORIA | IL | 61614 | (309) 693-8777 |
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| ROCKFORD | IL | 61107 | (815) 229-5200 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

10/19/2009

10/19/2009

09/29/2009

10/19/2009

09/30/2009

10/16/2009

09/30/2009

10/16/2009

09/30/2009

10/16/2009

09/30/2009

10/16/2009

09/30/2009

10/16/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

without a catheter is not given a catheter, unless it is necessary.

Protect residents from mistreatment, neglect, and/or theft of personal property.

Isolated

Immediate jeopardy to resident health or safety

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Give professional services that meet a professional standard of quality.

Isolated

Minimal harm or potential for actual harm

Give enough notice to the resident before changing the resident's room or roommate.

Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Make sure that each resident's nutritional needs were met.

Isolated

Minimal harm or potential for actual harm

Tell the resident or the resident's representative in writing how long

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|-------------------------------|---------------------|
| 145304 | BRENTWOOD NORTH HC &REHAB CTR | 3705 DEERFIELD ROAD |
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| 145304 | BRENTWOOD NORTH HC &REHAB CTR | 3705 DEERFIELD ROAD |
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| 145471 | MONTEBELLO HEALTHCARE CENTER | 1599 KEOKUK STREET |
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| 145471 | MONTEBELLO HEALTHCARE CENTER | 1599 KEOKUK STREET |
|--------|------------------------------|--------------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

RIVERWOODS IL 60015 (847) 947-9000

RIVERWOODS IL 60015 (847) 947-9000

HAMILTON IL 62341 (217) 847-3931

HAMILTON IL 62341 (217) 847-3931

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

10/02/2009

10/16/2009

10/02/2009

10/16/2009

10/01/2009

10/16/2009

10/01/2009

10/16/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

the nursing home will hold the resident's bed when the resident temporarily leaves the facility.

1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.

Isolated
Minimal harm or potential for actual harm

Make sure that residents receive treatment/services to continue to be able to care for themselves, unless a change is unavoidable.

Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|----------------------------------|-----------------------|
| 145471 | MONTEBELLO HEALTHCARE CENTER | 1599 KEOKUK STREET |
| 145613 | ATRIUM HC & REHAB CTR OF CAHOKIA | 3354 JEROME LANE |
| 146087 | SOUTHVIEW MANOR | 3311 S. MICHIGAN AVE. |
| 146087 | SOUTHVIEW MANOR | 3311 S. MICHIGAN AVE. |
| 146087 | SOUTHVIEW MANOR | 3311 S. MICHIGAN AVE. |
| 145430 | CHRISTIAN NURSING HOME | 1507 7TH STREET |
| 145430 | CHRISTIAN NURSING HOME | 1507 7TH STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
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| HAMILTON | IL | 62341 | (217) 847-3931 |
| CAHOKIA | IL | 62206 | (618) 337-9400 |
| CHICAGO | IL | 60616 | (312) 326-9101 |
| CHICAGO | IL | 60616 | (312) 326-9101 |
| CHICAGO | IL | 60616 | (312) 326-9101 |
| LINCOLN | IL | 62656 | (217) 732-2189 |
| LINCOLN | IL | 62656 | (217) 732-2189 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

10/01/2009

10/16/2009

10/01/2009

10/16/2009

09/16/2009

10/16/2009

09/16/2009

10/16/2009

09/16/2009

10/16/2009

09/30/2009

10/15/2009

09/30/2009

10/15/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency



Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | | |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Make sure that each resident's nutritional needs were met. | Isolated | Minimal harm or potential for actual harm |
| Provide enough notice before discharging or transferring a resident. | Isolated | Minimal harm or potential for actual harm |
| Protect each resident from all abuse, physical punishment, and being separated from others. | Isolated | Actual harm |
| Keep accurate and appropriate medical records. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Pattern | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|------------------------------------|---------------------|
| 145430 | CHRISTIAN NURSING HOME | 1507 7TH STREET |
| 145478 | NOKOMIS REHAB & HEALTH CARE CENTER | 505 STEVENS STREET |
| 145654 | LAKEVIEW NURSING & REHAB CTRE | 735 WEST DIVERSEY |
| 145905 | JONESBORO REHABILITATION & HCC | 955 STATE ROUTE 127 |
| 145905 | JONESBORO REHABILITATION & HCC | 955 STATE ROUTE 127 |
| 14E506 | RAINBOW BEACH CARE CENTER | 7325 SOUTH |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
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| LINCOLN | IL | 62656 | (217) 732-2189 |
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|---------|----|-------|----------------|
| NOKOMIS | IL | 62075 | (217) 563-7725 |
|---------|----|-------|----------------|

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| CHICAGO | IL | 60614 | (773) 348-4055 |
|---------|----|-------|----------------|

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|-----------|----|-------|----------------|
| JONESBORO | IL | 62952 | (618) 833-7093 |
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| JONESBORO | IL | 62952 | (618) 833-7093 |
|-----------|----|-------|----------------|

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| CHICAGO | IL | 60649 | (773) 731-7300 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/30/2009

10/15/2009

09/23/2009

10/15/2009

10/07/2009

10/15/2009

08/20/2009

10/15/2009

08/20/2009

10/15/2009

10/08/2009

10/15/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

significantly, or the resident must be transferred or discharged.

| | | |
|--|---------|---|
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Pattern | Minimal harm or potential for actual harm |
|--|---------|---|

| | | |
|---|------------|---|
| Use a registered nurse at least 8 hours a day, 7 days a week. | Widespread | Minimal harm or potential for actual harm |
|---|------------|---|

| | | |
|---|----------|---|
| Store, cook, and give out food in a safe and clean way. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

| | | |
|--|----------|---|
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

| | | |
|---|----------|---|
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

| | | |
|---------------------------------|---------|--|
| Make sure that the nursing home | Pattern | Immediate jeopardy to resident health or |
|---------------------------------|---------|--|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | EXCHANGE |
|--------|--------------------------------|--------------------------------|
| 145364 | CHAMPAIGN COUNTY NURSING HOME | 500 SOUTH ART BARTELL DRIVE |
| 145389 | WATSEKA REHAB & HLTH CARE CTR | 715 EAST RAYMOND ROAD |
| 145434 | CLARIDGE HEALTHCARE CENTER | 700 JENKISSON |
| 145683 | ABINGTON OF GLENVIEW | 3901 GLENVIEW ROAD |
| 145835 | LEXINGTON OF WHEELING | 730 WEST HINTZ ROAD |
| 145905 | JONESBORO REHABILITATION & HCC | 955 STATE ROUTE 127 |
| 145928 | NORTH CHURCH NURSING & REHAB | 1021 NORTH CHURCH STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------------|----|-------|----------------|
| URBANA | IL | 61802 | (217) 384-3784 |
| WATSEKA | IL | 60970 | (815) 432-5476 |
| LAKE BLUFF | IL | 60044 | (847) 295-3900 |
| GLENVIEW | IL | 60025 | (847) 729-0000 |
| WHEELING | IL | 60090 | (847) 537-7474 |
| JONESBORO | IL | 62952 | (618) 833-7093 |
| JACKSONVILLE | IL | 62650 | (217) 245-4174 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

10/01/2009

10/14/2009

09/28/2009

10/14/2009

09/28/2009

10/14/2009

09/21/2009

10/14/2009

10/01/2009

10/14/2009

08/20/2009

10/14/2009

09/23/2009

10/14/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|------------|---|
| area is free of dangers that cause accidents. | | safety |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Hire nurse aides who have shown that they are skilled and care for residents safely on-the-job. | Isolated | Minimal harm or potential for actual harm |
| Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them. | Widespread | Potential for minimal harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Have drugs and other similar products available, which are needed every day and in | Pattern | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--------------------------------------|--------------------------|
| 145928 | NORTH CHURCH NURSING & REHAB | 1021 NORTH CHURCH STREET |
| 145928 | NORTH CHURCH NURSING & REHAB | 1021 NORTH CHURCH STREET |
| 145219 | BURGESS SQUARE HEALTHCARE CTR | 5801 SOUTH CASS AVENUE |
| 145646 | ROSEWOOD CARE CENTER OF EAST PEORIA | 900 CENTENNIAL DRIVE |
| 145646 | ROSEWOOD CARE CENTER OF EAST PEORIA | 900 CENTENNIAL DRIVE |
| 145970 | WINDSOR PARK NURSING & LIVING CENTER | 2649 EAST 75TH ST |
| 145102 | MEMORIAL CARE CENTER | 4315 MEMORIAL DRIVE |
| 145102 | MEMORIAL CARE CENTER | 4315 MEMORIAL DRIVE |
| 145733 | JERSEYVILLE MANOR | 1251 NORTH STATE STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| JACKSONVILLE | IL | 62650 | (217) 245-4174 |
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| JACKSONVILLE | IL | 62650 | (217) 245-4174 |
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| WESTMONT | IL | 60559 | (630) 971-2645 |
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| EAST PEORIA | IL | 61611 | (309) 699-5400 |
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| EAST PEORIA | IL | 61611 | (309) 699-5400 |
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| CHICAGO | IL | 60649 | (773) 356-9300 |
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| BELLEVILLE | IL | 62226 | (618) 257-5060 |
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| BELLEVILLE | IL | 62226 | (618) 257-5060 |
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| JERSEYVILLE | IL | 62052 | (618) 498-6441 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/23/2009

10/14/2009

09/23/2009

10/14/2009

09/22/2009

10/13/2009

09/25/2009

10/13/2009

09/25/2009

10/13/2009

10/01/2009

10/13/2009

09/17/2009

10/12/2009

09/17/2009

10/12/2009

09/15/2009

10/12/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Pharmacy Service Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Pharmacy Service Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

emergencies, and give them out properly.

Have a program to keep infection from spreading. Isolated

Minimal harm or potential for actual harm

Give professional services that meet a professional standard of quality. Isolated

Minimal harm or potential for actual harm

Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. Isolated

Minimal harm or potential for actual harm

Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%. Pattern

Minimal harm or potential for actual harm

Make sure that residents are safe from serious medication errors. Isolated

Minimal harm or potential for actual harm

Give professional services that meet a professional standard of quality. Isolated

Minimal harm or potential for actual harm

Give professional services that meet a professional standard of quality. Isolated

Minimal harm or potential for actual harm

Keep accurate and appropriate medical records. Isolated

Minimal harm or potential for actual harm

Have drugs and other similar products available, which are Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

STREET

| | | |
|--------|------------------------------------|------------------------------|
| 145864 | PRESIDENTIAL PAVILION | 8001 SOUTH WESTERN AVENUE |
| 145424 | GLENSHIRE NURSING & REHAB CTRE | 22660 SOUTH CICERO AVENUE |
| 145478 | NOKOMIS REHAB & HEALTH CARE CENTER | 505 STEVENS STREET |
| 145478 | NOKOMIS REHAB & HEALTH CARE CENTER | 505 STEVENS STREET |
| 145478 | NOKOMIS REHAB & HEALTH CARE CENTER | 505 STEVENS STREET |
| 145478 | NOKOMIS REHAB & HEALTH CARE CENTER | 505 STEVENS STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| CHICAGO | IL | 60620 | (773) 436-6600 |
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| RIGHTON PARK | IL | 60471 | (708) 747-6120 |
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| NOKOMIS | IL | 62075 | (217) 563-7725 |
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| NOKOMIS | IL | 62075 | (217) 563-7725 |
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| NOKOMIS | IL | 62075 | (217) 563-7725 |
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| NOKOMIS | IL | 62075 | (217) 563-7725 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/25/2009

10/10/2009

09/22/2009

10/09/2009

09/23/2009

10/09/2009

09/23/2009

10/09/2009

09/23/2009

10/09/2009

09/23/2009

10/09/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| products available, which are needed every day and in emergencies, and give them out properly. | | harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
| Provide needed housekeeping and maintenance. | Widespread | Potential for minimal harm |
| Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature. | Pattern | Potential for minimal harm |
| Provide services to meet the needs and preferences of each resident. | Pattern | Potential for minimal harm |
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan. | Isolated | Minimal harm or potential for actual harm |
| Let the resident or the resident's | Pattern | Potential for minimal harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|------------------------------------|---------------------------|
| 145478 | NOKOMIS REHAB & HEALTH CARE CENTER | 505 STEVENS STREET |
| 145837 | PITTSFIELD MANOR | 610 LOWRY STREET |
| 145935 | PROVENA ST JOSEPH CENTER | 659 EAST JEFFERSON STREET |
| 145935 | PROVENA ST JOSEPH CENTER | 659 EAST JEFFERSON STREET |
| 145935 | PROVENA ST JOSEPH CENTER | 659 EAST JEFFERSON STREET |
| 145937 | FAIRVIEW NURSING PLAZA | 321 ARNOLD AVENUE |
| 145937 | FAIRVIEW NURSING PLAZA | 321 ARNOLD AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| NOKOMIS | IL | 62075 | (217) 563-7725 |
| PITTSFIELD | IL | 62363 | (217) 285-5200 |
| FREEPORT | IL | 61032 | (815) 232-6181 |
| FREEPORT | IL | 61032 | (815) 232-6181 |
| FREEPORT | IL | 61032 | (815) 232-6181 |
| ROCKFORD | IL | 61108 | (815) 397-5531 |
| ROCKFORD | IL | 61108 | (815) 397-5531 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/23/2009

10/09/2009

10/08/2009

10/09/2009

09/23/2009

10/09/2009

09/23/2009

10/09/2009

09/23/2009

10/09/2009

09/28/2009

10/09/2009

09/28/2009

10/09/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Pharmacy Service Deficiencies

Health

Pharmacy Service Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| representative look at all records. | | |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| At least once a month, have a licensed pharmacist check the drugs that each resident takes. | Isolated | Minimal harm or potential for actual harm |
| 1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents are safe from serious medication errors. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Immediate jeopardy to resident health or safety |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145937 | FAIRVIEW NURSING PLAZA | 321 ARNOLD AVENUE |
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| 145937 | FAIRVIEW NURSING PLAZA | 321 ARNOLD AVENUE |
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| 145405 | WESTMONT NURSING AND REHAB CENTER | 6501 SOUTH CASS |
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| 145405 | WESTMONT NURSING AND REHAB CENTER | 6501 SOUTH CASS |
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| 145733 | JERSEYVILLE MANOR | 1251 NORTH STATE STREET |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| ROCKFORD | IL | 61108 | (815) 397-5531 |
| ROCKFORD | IL | 61108 | (815) 397-5531 |
| WESTMONT | IL | 60559 | (630) 960-2026 |
| WESTMONT | IL | 60559 | (630) 960-2026 |
| JERSEYVILLE | IL | 62052 | (618) 498-6441 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/28/2009

10/09/2009

09/28/2009

10/09/2009

10/01/2009

10/08/2009

10/01/2009

10/08/2009

09/15/2009

10/08/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Pharmacy Service Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Keep accurate and appropriate medical records. | Pattern | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Immediate jeopardy to resident health or safety |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Use properly trained paid feeding assistants, provide licensed nursing supervision of the feeding assistants, or properly monitor the feeding of its residents. | Pattern | Minimal harm or potential for actual harm |
| 1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145926 | VERMILION MANOR NURSING HOME | 14792 CATLIN TILTON ROAD |
| 145456 | HERITAGE MANOR-CARLINVILLE | 1200 UNIVERSITY AVENUE |
| 145457 | ST VINCENT'S HOME | 1440 NORTH 10TH STREET |
| 145457 | ST VINCENT'S HOME | 1440 NORTH 10TH STREET |
| 145457 | ST VINCENT'S HOME | 1440 NORTH 10TH STREET |
| 145730 | CONTINENTAL NURSING & REHAB CENTER | 5336 NORTH WESTERN AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| DANVILLE | IL | 61834 | (217) 443-6430 |
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| CARLINVILLE | IL | 62626 | (217) 854-4433 |
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| QUINCY | IL | 62301 | (217) 224-3780 |
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| QUINCY | IL | 62301 | (217) 224-3780 |
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| QUINCY | IL | 62301 | (217) 224-3780 |
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| CHICAGO | IL | 60625 | (773) 271-5600 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/22/2009

10/08/2009

10/06/2009

10/07/2009

09/15/2009

10/07/2009

09/15/2009

10/07/2009

09/15/2009

10/07/2009

09/17/2009

10/07/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| is carefully watched; or 3) stop or change drugs that cause unwanted effects. | | |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145743 | WEST SUBURBAN HOSPITAL MED CTR | ERIE AT AUSTIN |
| 145900 | PRAIRIE VIEW CR CTR-LEWISTOWN | 175 EAST SYCAMORE |
| 145364 | CHAMPAIGN COUNTY NURSING HOME | 500 SOUTH ART BARTELL DRIVE |
| 145757 | CARBONDALE REHAB & NURSING CENTER | 120 NORTH TOWER ROAD |
| 145038 | HEARTLAND OF DECATUR | 444 WEST HARRISON STREET |
| 145837 | PITTSFIELD MANOR | 610 LOWRY STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

OAK PARK IL 60302 (708) 763-6018

LEWISTOWN IL 61542 (309) 547-2267

URBANA IL 61802 (217) 384-3784

CARBONDALE IL 62901 (618) 549-3355

DECATUR IL 62526 (217) 877-7333

PITTSFIELD IL 62363 (217) 285-5200

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/17/2009

10/07/2009

09/11/2009

10/06/2009

09/15/2009

10/05/2009

09/15/2009

10/05/2009

09/18/2009

10/02/2009

09/24/2009

10/02/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Pharmacy Service Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Provide needed housekeeping and maintenance. | Pattern | Potential for minimal harm |
| Make sure that residents are safe from serious medication errors. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating | Pattern | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145837 | PITTSFIELD MANOR | 610 LOWRY STREET |
| 145942 | OAK LAWN RESPIRATORY & REHAB | 9525 SOUTH MAYFIELD |
| 145942 | OAK LAWN RESPIRATORY & REHAB | 9525 SOUTH MAYFIELD |
| 145942 | OAK LAWN RESPIRATORY & REHAB | 9525 SOUTH MAYFIELD |
| 145942 | OAK LAWN RESPIRATORY & REHAB | 9525 SOUTH MAYFIELD |
| 145968 | KEWANEE CARE HOME | 144 JUNIOR AVENUE |
| 14E812 | MOUNT VERNON HEALTH CARE CENTER | #5 DOCTORS PARK |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| PITTSFIELD | IL | 62363 | (217) 285-5200 |
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| OAK LAWN | IL | 60453 | (708) 636-7000 |
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| OAK LAWN | IL | 60453 | (708) 636-7000 |
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| OAK LAWN | IL | 60453 | (708) 636-7000 |
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| OAK LAWN | IL | 60453 | (708) 636-7000 |
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| KEWANEE | IL | 61443 | (309) 853-4429 |
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| MOUNT VERNON | IL | 62864 | (618) 242-1064 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/24/2009

10/02/2009

08/31/2009

10/02/2009

08/31/2009

10/02/2009

08/31/2009

10/02/2009

10/01/2009

10/02/2009

11/05/2009

10/02/2009

09/10/2009

10/02/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.

Isolated

Minimal harm or potential for actual harm

Give professional services that meet a professional standard of quality.

Pattern

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Pattern

Minimal harm or potential for actual harm

Make sure that each resident's nutritional needs were met.

Isolated

Minimal harm or potential for actual harm

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Immediate jeopardy to resident health or safety

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145241 | HELIA SOUTHBELT HEALTHCARE | 101 SOUTH BELT WEST |
| 145241 | HELIA SOUTHBELT HEALTHCARE | 101 SOUTH BELT WEST |
| 145593 | MANORCARE OF LIBERTYVILLE | 1500 SOUTH MILWAUKEE AVENUE |
| 145593 | MANORCARE OF LIBERTYVILLE | 1500 SOUTH MILWAUKEE AVENUE |
| 145593 | MANORCARE OF LIBERTYVILLE | 1500 SOUTH MILWAUKEE AVENUE |
| 145705 | NATHAN HEALTH CARE CENTER | 5050 SUMMIT AVENUE |
| 145705 | NATHAN HEALTH CARE CENTER | 5050 SUMMIT AVENUE |
| 145757 | CARBONDALE REHAB & NURSING CENTER | 120 NORTH TOWER ROAD |
| 145977 | RENAISSANCE AT SOUTH SHORE,THE | 2425 EAST 71ST |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|------------------|----|-------|----------------|
| BELLEVILLE | IL | 62220 | (618) 277-7700 |
| BELLEVILLE | IL | 62220 | (618) 277-7700 |
| LIBERTYVILLE | IL | 60048 | (847) 816-3200 |
| LIBERTYVILLE | IL | 60048 | (847) 816-3200 |
| LIBERTYVILLE | IL | 60048 | (847) 816-3200 |
| EAST SAINT LOUIS | IL | 62205 | (618) 874-3597 |
| EAST SAINT LOUIS | IL | 62205 | (618) 874-3597 |
| CARBONDALE | IL | 62901 | (618) 549-3355 |
| CHICAGO | IL | 60649 | (773) 721-5000 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

07/02/2009

10/01/2009

07/02/2009

10/01/2009

09/01/2009

10/01/2009

09/01/2009

10/01/2009

09/01/2009

10/01/2009

08/18/2009

10/01/2009

08/18/2009

10/01/2009

09/15/2009

10/01/2009

09/22/2009

10/01/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Resident Assessment Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Administration Deficiencies |
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| Health | Quality Care Deficiencies |
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| Fire Safety | Automatic Sprinkler Systems Deficiencies |
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| Fire Safety | Automatic Sprinkler Systems Deficiencies |
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|--------|----------------------------|
| Health | Environmental Deficiencies |
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| Health | Pharmacy Service Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Make a complete assessment that covers all questions for areas that are listed in official regulations. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that nurse aides show they have the skills to be able to care for residents. | Pattern | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| automatic sprinkler systems that have been maintained in working order. | Widespread | Minimal harm or potential for actual harm |
| have an adequate water supply for the sprinkler system. | Widespread | Minimal harm or potential for actual harm |
| Make sure that a working call system is available in each resident's room or bathroom and bathing area. | Pattern | Minimal harm or potential for actual harm |
| Properly mark drugs and other | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|--------------------------------|-----------------------|
| 145977 | RENAISSANCE AT SOUTH SHORE,THE | 2425 EAST 71ST STREET |
| 145977 | RENAISSANCE AT SOUTH SHORE,THE | 2425 EAST 71ST STREET |
| 145977 | RENAISSANCE AT SOUTH SHORE,THE | 2425 EAST 71ST STREET |
| 145995 | RENAISSANCE AT MIDWAY, THE | 4437 SOUTH CICERO |
| 145688 | ALDEN PRINCETON REHAB & HCC | 255 WEST 69TH STREET |
| 145688 | ALDEN PRINCETON REHAB & HCC | 255 WEST 69TH STREET |
| 145688 | ALDEN PRINCETON REHAB & HCC | 255 WEST 69TH STREET |
| 145688 | ALDEN PRINCETON REHAB & HCC | 255 WEST 69TH STREET |
| 145688 | ALDEN PRINCETON REHAB & HCC | 255 WEST 69TH STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---------|----|-------|----------------|
| CHICAGO | IL | 60649 | (773) 721-5000 |
| CHICAGO | IL | 60649 | (773) 721-5000 |
| CHICAGO | IL | 60649 | (773) 721-5000 |
| CHICAGO | IL | 60632 | (773) 884-0484 |
| CHICAGO | IL | 60621 | (773) 224-5900 |
| CHICAGO | IL | 60621 | (773) 224-5900 |
| CHICAGO | IL | 60621 | (773) 224-5900 |
| CHICAGO | IL | 60621 | (773) 224-5900 |
| CHICAGO | IL | 60621 | (773) 224-5900 |
| CHICAGO | IL | 60621 | (773) 224-5900 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/22/2009

10/01/2009

09/22/2009

10/01/2009

09/29/2009

10/01/2009

04/30/2009

09/30/2009

06/09/2009

09/30/2009

08/04/2009

09/30/2009

08/04/2009

09/30/2009

08/04/2009

09/30/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|------------------------------------|
| Health | Pharmacy Service Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Environmental Deficiencies |
| Health | Nutrition and Dietary Deficiencies |
| Health | Environmental Deficiencies |
| Health | Resident Assessment Deficiencies |
| Health | Resident Assessment Deficiencies |
| Health | Environmental Deficiencies |
| Health | Quality Care Deficiencies |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| Properly mark drugs and other similar products. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Store, cook, and give out food in a safe and clean way. | Widespread | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Pattern | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give or get special rehabilitation if in the patient's plan of care. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| | | STREET |
| 145688 | ALDEN PRINCETON REHAB & HCC | 255 WEST 69TH STREET |
| 145688 | ALDEN PRINCETON REHAB & HCC | 255 WEST 69TH STREET |
| 145688 | ALDEN PRINCETON REHAB & HCC | 255 WEST 69TH STREET |
| 145688 | ALDEN PRINCETON REHAB & HCC | 255 WEST 69TH STREET |
| 145734 | EVERGREEN HEALTH CARE CENTER | 10124 SOUTH KEDZIE |
| 145757 | CARBONDALE REHAB & NURSING CENTER | 120 NORTH TOWER ROAD |
| 145778 | MIDWAY NEUROLOGICAL / REHAB CENTER | 8540 SOUTH HARLEM |
| 145778 | MIDWAY NEUROLOGICAL / REHAB CENTER | 8540 SOUTH HARLEM |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| CHICAGO | IL | 60621 | (773) 224-5900 |
| CHICAGO | IL | 60621 | (773) 224-5900 |
| CHICAGO | IL | 60621 | (773) 224-5900 |
| CHICAGO | IL | 60621 | (773) 224-5900 |
| EVERGREEN PARK | IL | 60805 | (708) 907-7000 |
| CARBONDALE | IL | 62901 | (618) 549-3355 |
| BRIDGEVIEW | IL | 60455 | (708) 598-2605 |
| BRIDGEVIEW | IL | 60455 | (708) 598-2605 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/10/2009

09/30/2009

09/10/2009

09/30/2009

09/23/2009

09/30/2009

09/23/2009

09/30/2009

09/24/2009

09/30/2009

09/15/2009

09/30/2009

09/16/2009

09/30/2009

09/16/2009

09/30/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health Quality Care Deficiencies

Health Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| if in the patient's plan of care. | | harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Pattern | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |
| Provide social services for related medical problems to help each resident achieve the highest possible quality of life. | Isolated | Minimal harm or potential for actual harm |
| Make sure there is a program to prevent/deal with mice, insects, | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 146012 | SYCAMORE | 720 SYCAMORE |
| 146114 | LENA LIVING CENTER | 1010 SOUTH LOGAN STREET |
| 146114 | LENA LIVING CENTER | 1010 SOUTH LOGAN STREET |
| 145726 | TIMBER POINT HEALTHCARE CENTER | 205 EAST SPRING STREET |
| 145510 | IMPERIAL GROVE PAVILION, THE | 1366 WEST FULLERTON AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| QUINCY | IL | 62301 | (217) 222-1480 |
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| LENA | IL | 61048 | (815) 369-4561 |
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| LENA | IL | 61048 | (815) 369-4561 |
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| CAMP POINT | IL | 62320 | (217) 593-7734 |
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| CHICAGO | IL | 60614 | (773) 248-9300 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/15/2009

09/30/2009

08/26/2009

09/30/2009

08/26/2009

09/30/2009

09/18/2009

09/29/2009

09/14/2009

09/28/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| prevent/deal with mice, insects, or other pests. | | harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Have enough nurses to care for every resident in a way that maximizes the resident's well being. | Pattern | Minimal harm or potential for actual harm |
| Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature. | Pattern | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145510 | IMPERIAL GROVE PAVILION, THE | 1366 WEST FULLERTON AVENUE |
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| 145726 | TIMBER POINT HEALTHCARE CENTER | 205 EAST SPRING STREET |
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| 145764 | RENAISSANCE PARK SOUTH | 10935 SOUTH HALSTED STREET |
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| 145897 | LEBANON CARE CENTER | 1201 NORTH ALTON |
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| 14E812 | MOUNT VERNON HEALTH CARE CENTER | #5 DOCTORS PARK |
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| 145479 | ATRIUM HEALTH CARE CENTER | 1425 WEST ESTES AVENUE |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

CHICAGO IL 60614 (773) 248-9300

CAMP POINT IL 62320 (217) 593-7734

CHICAGO IL 60628 (773) 928-2000

LEBANON IL 62254 (618) 537-4401

MOUNT VERNON IL 62864 (618) 242-1064

CHICAGO IL 60626 (773) 973-4780

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/14/2009

09/28/2009

09/18/2009

09/28/2009

09/17/2009

09/28/2009

09/28/2009

09/28/2009

09/10/2009

09/28/2009

09/08/2009

09/26/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

residents.

| | | |
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| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Hire nurse aides who have shown that they are skilled and care for residents safely on-the-job. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Pattern | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is safe, easy to use, clean and comfortable. | Pattern | Potential for minimal harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145970 | WINDSOR PARK NURSING & LIVING CENTER | 2649 EAST 75TH ST |
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| 145970 | WINDSOR PARK NURSING & LIVING CENTER | 2649 EAST 75TH ST |
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| 145970 | WINDSOR PARK NURSING & LIVING CENTER | 2649 EAST 75TH ST |
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| 145229 | HERITAGE MANOR-SPRINGFIELD | 900 NORTH RUTLEDGE |
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| 145668 | LINCOLN HOME, THE | 150 NORTH 27TH STREET |
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| 145668 | LINCOLN HOME, THE | 150 NORTH 27TH STREET |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| CHICAGO | IL | 60649 | (773) 356-9300 |
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| CHICAGO | IL | 60649 | (773) 356-9300 |
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| CHICAGO | IL | 60649 | (773) 356-9300 |
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| SPRINGFIELD | IL | 62702 | (217) 789-0930 |
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| BELLEVILLE | IL | 62226 | (618) 235-6600 |
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| BELLEVILLE | IL | 62226 | (618) 235-6600 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/08/2009

09/25/2009

09/08/2009

09/25/2009

09/08/2009

09/25/2009

09/24/2009

09/24/2009

09/11/2009

09/24/2009

09/11/2009

09/24/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| investigate any acts or reports of abuse, neglect or mistreatment of residents. | | |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Make sure that each residents' abilities to take care of themselves does not lessen, unless a change cannot be avoided. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Make sure there is a program to prevent/deal with mice, insects, or other pests. | Pattern | Potential for minimal harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|------------------------------|-------------------------------|
| 145668 | LINCOLN HOME, THE | 150 NORTH 27TH STREET |
| 145928 | NORTH CHURCH NURSING & REHAB | 1021 NORTH CHURCH STREET |
| 145173 | HEATHER HEALTH CARE CENTER | 15600 SOUTH HONORE STREET |
| 145666 | CENTRALIA MANOR | 1910 EAST MCCORD RTE 161 EAST |
| 145666 | CENTRALIA MANOR | 1910 EAST MCCORD RTE 161 EAST |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| BELLEVILLE | IL | 62226 | (618) 235-6600 |
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| JACKSONVILLE | IL | 62650 | (217) 245-4174 |
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| HARVEY | IL | 60426 | (708) 333-9550 |
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| CENTRALIA | IL | 62801 | (618) 533-1200 |
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| CENTRALIA | IL | 62801 | (618) 533-1200 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/11/2009

09/24/2009

09/23/2009

09/24/2009

09/04/2009

09/23/2009

09/02/2009

09/23/2009

09/02/2009

09/23/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Pharmacy Service Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| representative; or 3) check and update the care plan. | | |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%. | Isolated | Minimal harm or potential for actual harm |
| Provide care in a way that keeps or builds each resident's dignity and self respect. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Make sure that each resident's nutritional needs were met. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|----------------------------|----------------------------------|
| 145666 | CENTRALIA MANOR | 1910 EAST MCCORD RTE 161 EAST |
| 14E360 | SHELDON HEALTH CARE CENTER | 170 WEST CONCORD |
| 145372 | DEERBROOK CARE CENTRE | 306 NORTH LARKIN AVENUE |
| 145372 | DEERBROOK CARE CENTRE | 306 NORTH LARKIN AVENUE |
| 145151 | HERITAGE MANOR-MENDOTA | 1201 FIRST AVENUE |
| 145384 | EDEN VILLAGE CARE CENTER | 400 SOUTH STATION ROAD |
| 145384 | EDEN VILLAGE CARE CENTER | 400 SOUTH STATION ROAD |
| 145384 | EDEN VILLAGE CARE CENTER | 400 SOUTH STATION |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-------------|----|-------|----------------|
| CENTRALIA | IL | 62801 | (618) 533-1200 |
| SHELDON | IL | 60966 | (815) 429-3522 |
| JOLIET | IL | 60435 | (815) 744-5560 |
| JOLIET | IL | 60435 | (815) 744-5560 |
| MENDOTA | IL | 61342 | (815) 539-6745 |
| GLEN CARBON | IL | 62034 | (618) 288-5014 |
| GLEN CARBON | IL | 62034 | (618) 288-5014 |
| GLEN CARBON | IL | 62034 | (618) 288-5014 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/02/2009

09/23/2009

09/03/2009

09/23/2009

09/01/2009

09/21/2009

09/01/2009

09/21/2009

09/10/2009

09/18/2009

08/05/2009

09/18/2009

08/05/2009

09/18/2009

08/05/2009

09/18/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Mistreatment Deficiencies |
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| Health | Mistreatment Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|------------|---|
| Give each resident enough fluids to keep them healthy and prevent dehydration. | Isolated | Actual harm |
| Give professional services that meet a professional standard of quality. | Widespread | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Write and use policies that forbid | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

ROAD

145384 EDEN VILLAGE CARE CENTER 400 SOUTH STATION ROAD

145615 COVENTRY LIVING CENTER 612 WEST ST MARY'S STREET

145690 GALESBURG COTTAGE HOSPITAL SKILLED NSG UNIT 695 NORTH KELLOG STREET

145975 ROCHELLE REHAB & HEALTH CARE CENTER 900 NORTH 3RD STREET

145975 ROCHELLE REHAB & HEALTH CARE CENTER 900 NORTH 3RD STREET

145333 WEST SUBURBAN NURSING & REHAB CENTER 311 EDGEWATER DRIVE

145333 WEST SUBURBAN NURSING & REHAB CENTER 311 EDGEWATER DRIVE

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

GLEN CARBON IL 62034 (618) 288-5014

STERLING IL 61081 (815) 626-9020

GALESBURG IL 61401 (309) 345-4309

ROCHELLE IL 61068 (815) 562-4111

ROCHELLE IL 61068 (815) 562-4111

BLOOMINGDALE IL 60108 (630) 894-7400

BLOOMINGDALE IL 60108 (630) 894-7400

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

08/05/2009

09/18/2009

08/27/2009

09/18/2009

09/15/2009

09/18/2009

08/20/2009

09/18/2009

08/20/2009

09/18/2009

08/28/2009

09/17/2009

08/28/2009

09/17/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

mistreatment, neglect and abuse of residents and theft of residents' property.

harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

Have a program to keep infection from spreading.

Isolated

Minimal harm or potential for actual harm

Make sure that each resident's nutritional needs were met.

Isolated

Minimal harm or potential for actual harm

Give each resident enough fluids to keep them healthy and prevent dehydration.

Isolated

Minimal harm or potential for actual harm

Give professional services that meet a professional standard of quality.

Isolated

Minimal harm or potential for actual harm

Keep accurate and appropriate medical records.

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--------------------------------------|-----------------------|
| 145333 | WEST SUBURBAN NURSING & REHAB CENTER | 311 EDGEWATER DRIVE |
| 145333 | WEST SUBURBAN NURSING & REHAB CENTER | 311 EDGEWATER DRIVE |
| 145950 | ROCK ISLAND NURSING & REHB CENTER | 2545 24TH STREET |
| 145430 | CHRISTIAN NURSING HOME | 1507 7TH STREET |
| 145430 | CHRISTIAN NURSING HOME | 1507 7TH STREET |
| 145669 | GLENLAKE TER NRSG & REHAB CENTER | 2222 WEST 14TH STREET |
| 145669 | GLENLAKE TER NRSG & REHAB CENTER | 2222 WEST 14TH STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------------|----|-------|----------------|
| BLOOMINGDALE | IL | 60108 | (630) 894-7400 |
| BLOOMINGDALE | IL | 60108 | (630) 894-7400 |
| ROCK ISLAND | IL | 61201 | (309) 788-0458 |
| LINCOLN | IL | 62656 | (217) 732-2189 |
| LINCOLN | IL | 62656 | (217) 732-2189 |
| WAUKEGAN | IL | 60085 | (847) 249-2400 |
| WAUKEGAN | IL | 60085 | (847) 249-2400 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

08/28/2009

09/17/2009

08/28/2009

09/17/2009

08/28/2009

09/17/2009

08/27/2009

09/15/2009

08/27/2009

09/15/2009

09/01/2009

09/15/2009

09/01/2009

09/15/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | |
|--------|------------------------------------|
| Health | Nutrition and Dietary Deficiencies |
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| Health | Nutrition and Dietary Deficiencies |
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| Health | Resident Rights Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Resident Assessment Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Mistreatment Deficiencies |
|--------|---------------------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--|------------|---|
| Make sure that residents are well nourished. | Widespread | Minimal harm or potential for actual harm |
| Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature. | Pattern | Minimal harm or potential for actual harm |
| Send and promptly deliver unopened mail to residents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is safe, easy to use, clean and comfortable. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|---------------------------------|----------------------|
| 145781 | APPLEWOOD REHABILITATION CENTER | 21020 KOSTNER AVENUE |
| 145229 | HERITAGE MANOR-SPRINGFIELD | 900 NORTH RUTLEDGE |
| 145502 | TAYLORVILLE CARE CENTER | 600 SOUTH HOUSTON |
| 145671 | PROVIDENCE SOUTH HOLLAND | 16300 WAUSAU STREET |
| 145671 | PROVIDENCE SOUTH HOLLAND | 16300 WAUSAU STREET |
| 145671 | PROVIDENCE SOUTH HOLLAND | 16300 WAUSAU STREET |
| 145700 | LEXINGTON OF CHICAGO RIDGE | 10300 SOUTHWEST |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---------------|----|-------|----------------|
| MATTESON | IL | 60443 | (708) 747-1300 |
| SPRINGFIELD | IL | 62702 | (217) 789-0930 |
| TAYLORVILLE | IL | 62568 | (217) 824-9636 |
| SOUTH HOLLAND | IL | 60473 | (708) 596-5500 |
| SOUTH HOLLAND | IL | 60473 | (708) 596-5500 |
| SOUTH HOLLAND | IL | 60473 | (708) 596-5500 |
| CHICAGO RIDGE | IL | 60415 | (708) 425-1100 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

08/12/2009

09/15/2009

09/14/2009

09/14/2009

09/14/2009

09/14/2009

08/14/2009

09/14/2009

08/14/2009

09/14/2009

08/14/2009

09/14/2009

09/02/2009

09/14/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health Resident Rights Deficiencies

Health Resident Rights Deficiencies

Health Environmental Deficiencies

Health Environmental Deficiencies

Health Quality Care Deficiencies

Health Mistreatment Deficiencies

Health Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| investigate any acts or reports of abuse, neglect or mistreatment of residents. | | |
| Provide enough notice before discharging or transferring a resident. | Isolated | Minimal harm or potential for actual harm |
| Keep each resident's personal and medical records private and confidential. | Pattern | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

HIGHWAY

145894

FOX RIVER PAVILION

400 EAST NEW YORK
STREET

145894

FOX RIVER PAVILION

400 EAST NEW YORK
STREET

145336

WARREN BARR PAVILION

66 WEST OAK STREET

145336

WARREN BARR PAVILION

66 WEST OAK STREET

145657

PROVIDENCE DOWNERS GROVE

3450 SARATOGA
AVENUE

145736

ALDEN TOWN MANOR REHAB & HCC

6120 WEST OGDEN

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

AURORA IL 60505 (630) 897-8714

AURORA IL 60505 (630) 897-8714

CHICAGO IL 60610 (312) 705-5100

CHICAGO IL 60610 (312) 705-5100

DOWNERS GROVE IL 60515 (630) 969-2900

CICERO IL 60804 (708) 863-0500

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/03/2009

09/14/2009

09/03/2009

09/14/2009

08/17/2009

09/11/2009

08/17/2009

09/11/2009

08/19/2009

09/11/2009

08/24/2009

09/11/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

meet a professional standard of quality.

harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.

Isolated

Minimal harm or potential for actual harm

Keep safe, clean and homelike surroundings.

Isolated

Minimal harm or potential for actual harm

Make sure that residents are safe from serious medication errors.

Isolated

Minimal harm or potential for actual harm

Provide social services for related

Isolated

Minimal harm or potential for actual

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|---------------------------|------------------------------|
| 145899 | LEXINGTON OF ORLAND PARK | 14601 SOUTH JOHN HUMPHREY DR |
| 146135 | PLEASANT HILL HEALTHCARE | 1010 WEST NORTH STREET |
| 145611 | ST JAMES MANOR & VILLA | 1521 EAST RICHTON ROAD |
| 146029 | FRANCISCAN VILLAGE | 1270 FRANCISCAN DRIVE |
| 146084 | PLEASANT VIEW REHAB & HCC | 500 NORTH JACKSON STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-------------|----|-------|----------------|
| ORLAND PARK | IL | 60462 | (708) 349-8300 |
|-------------|----|-------|----------------|

| | | | |
|--------|----|-------|----------------|
| GIRARD | IL | 62640 | (217) 627-2181 |
|--------|----|-------|----------------|

| | | | |
|-------|----|-------|----------------|
| CRETE | IL | 60417 | (708) 367-4401 |
|-------|----|-------|----------------|

| | | | |
|--------|----|-------|----------------|
| LEMONT | IL | 60439 | (630) 243-3406 |
|--------|----|-------|----------------|

| | | | |
|----------|----|-------|----------------|
| MORRISON | IL | 61270 | (815) 772-7288 |
|----------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

08/27/2009

09/11/2009

08/10/2009

09/11/2009

08/26/2009

09/10/2009

08/19/2009

09/10/2009

08/28/2009

09/10/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency



Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| medical problems to help each resident achieve the highest possible quality of life. | | harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Use a registered nurse at least 8 hours a day, 7 days a week. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|---------------------------------------|-------------------------|
| 145350 | MANORCARE OF ROLLING MEADOWS | 4225 KIRCHOFF ROAD |
| 145636 | CHARLESTON REHAB & HEALTH CARE CENTER | 716 EIGHTEENTH STREET |
| 145636 | CHARLESTON REHAB & HEALTH CARE CENTER | 716 EIGHTEENTH STREET |
| 145970 | WINDSOR PARK NURSING & LIVING CENTER | 2649 EAST 75TH ST |
| 146108 | MANOR COURT OF PEORIA | 6900 NORTH STALWORTH |
| 146114 | LENA LIVING CENTER | 1010 SOUTH LOGAN STREET |
| 146114 | LENA LIVING CENTER | 1010 SOUTH LOGAN STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|--------------------|----|-------|----------------|
| ROLLING MEADOWS | IL | 60008 | (847) 397-2400 |
|--------------------|----|-------|----------------|

| | | | |
|------------|----|-------|----------------|
| CHARLESTON | IL | 61920 | (217) 345-7054 |
|------------|----|-------|----------------|

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|------------|----|-------|----------------|
| CHARLESTON | IL | 61920 | (217) 345-7054 |
|------------|----|-------|----------------|

| | | | |
|---------|----|-------|----------------|
| CHICAGO | IL | 60649 | (773) 356-9300 |
|---------|----|-------|----------------|

| | | | |
|--------|----|-------|----------------|
| PEORIA | IL | 61615 | (309) 693-1400 |
|--------|----|-------|----------------|

| | | | |
|------|----|-------|----------------|
| LENA | IL | 61048 | (815) 369-4561 |
|------|----|-------|----------------|

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|------|----|-------|----------------|
| LENA | IL | 61048 | (815) 369-4561 |
|------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

08/12/2009

09/09/2009

08/20/2009

09/09/2009

08/20/2009

09/09/2009

08/12/2009

09/09/2009

08/31/2009

09/09/2009

08/04/2009

09/09/2009

08/04/2009

09/09/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

be transferred or discharged.

| | | |
|---|----------|-------------|
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
|---|----------|-------------|

| | | |
|---|----------|-------------|
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
|---|----------|-------------|

| | | |
|--|----------|---|
| Have enough nurses to care for every resident in a way that maximizes the resident's well being. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

| | | |
|---|----------|-------------|
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
|---|----------|-------------|

| | | |
|---|----------|---|
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

| | | |
|--|----------|---|
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

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|---|----------|---|
| 1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|--------------------------------------|-----------------------------------|
| 145638 | LEXINGTON HLTH CR CTR-BLMNGDL | 165 SOUTH BLOOMINGDALE ROAD |
| 145713 | MOMENCE MEADOWS NURSING & REHAB | 500 SOUTH WALNUT |
| 146001 | INTERNATIONAL NURSING & REHAB CENTER | 4815 SOUTH WESTERN AVE |
| 146001 | INTERNATIONAL NURSING & REHAB CENTER | 4815 SOUTH WESTERN AVE |
| 146001 | INTERNATIONAL NURSING & REHAB CENTER | 4815 SOUTH WESTERN AVE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

BLOOMINGDALE IL 60108 (630) 980-8700

MOMENCE IL 60954 (815) 472-2423

CHICAGO IL 60609 (773) 927-4200

CHICAGO IL 60609 (773) 927-4200

CHICAGO IL 60609 (773) 927-4200

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

08/25/2009

09/08/2009

08/25/2009

09/08/2009

08/31/2009

09/08/2009

08/31/2009

09/08/2009

08/31/2009

09/08/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

change drugs that cause unwanted effects.

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Pattern

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Provide care in a way that keeps or builds each resident's dignity and self respect.

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--------------------------------|--------------------------|
| 146108 | MANOR COURT OF PEORIA | 6900 NORTH STALWORTH |
| 145961 | BEL-WOOD NURSING HOME | 6701 WEST PLANK ROAD |
| 145961 | BEL-WOOD NURSING HOME | 6701 WEST PLANK ROAD |
| 145142 | ALDEN ALMA NELSON MANOR | 550 SOUTH MULFORD AVENUE |
| 145038 | HEARTLAND OF DECATUR | 444 WEST HARRISON STREET |
| 145038 | HEARTLAND OF DECATUR | 444 WEST HARRISON STREET |
| 145038 | HEARTLAND OF DECATUR | 444 WEST HARRISON STREET |
| 145294 | PRAIRIE VILLAGE HEALTHCARE CTR | 1024 WEST WALNUT |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|--------------|----|-------|----------------|
| PEORIA | IL | 61615 | (309) 693-1400 |
| PEORIA | IL | 61604 | (309) 697-4541 |
| PEORIA | IL | 61604 | (309) 697-4541 |
| ROCKFORD | IL | 61108 | (815) 484-1002 |
| DECATUR | IL | 62526 | (217) 877-7333 |
| DECATUR | IL | 62526 | (217) 877-7333 |
| DECATUR | IL | 62526 | (217) 877-7333 |
| JACKSONVILLE | IL | 62650 | (217) 245-5175 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

08/31/2009

09/08/2009

08/28/2009

09/07/2009

09/03/2009

09/07/2009

09/23/2009

09/06/2009

07/21/2009

09/04/2009

07/21/2009

09/04/2009

07/21/2009

09/04/2009

06/29/2009

09/04/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Environmental Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents are safe from serious medication errors. | Isolated | Minimal harm or potential for actual harm |
| Make sure that each resident's nutritional needs were met. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents are safe from serious medication errors. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Store, cook, and give out food in a safe and clean way. | Isolated | Minimal harm or potential for actual harm |
| Make sure there is a program to prevent/deal with mice, insects, or other pests. | Pattern | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

145294 PRAIRIE VILLAGE HEALTHCARE CTR 1024 WEST WALNUT

145294 PRAIRIE VILLAGE HEALTHCARE CTR 1024 WEST WALNUT

145294 PRAIRIE VILLAGE HEALTHCARE CTR 1024 WEST WALNUT

145819 CLAREMONT REHAB & LIVING CTR 150 NORTH WEILAND ROAD

145688 ALDEN PRINCETON REHAB & HCC 255 WEST 69TH STREET

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

JACKSONVILLE IL 62650 (217) 245-5175

JACKSONVILLE IL 62650 (217) 245-5175

JACKSONVILLE IL 62650 (217) 245-5175

BUFFALO GROVE IL 60089 (847) 465-0200

CHICAGO IL 60621 (773) 224-5900

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

06/29/2009

09/04/2009

06/29/2009

09/04/2009

06/29/2009

09/04/2009

08/25/2009

09/04/2009

06/09/2009

09/03/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

need to alter treatment

significantly, or the resident must be transferred or discharged.

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Isolated
Minimal harm or potential for actual harm

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|-----------------------------|----------------------|
| 145688 | ALDEN PRINCETON REHAB & HCC | 255 WEST 69TH STREET |
|--------|-----------------------------|----------------------|

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|--------|------------------------------|-----------------------|
| 145850 | CEDAR POINTE REHAB & NURSING | 5825 WEST CERMAK ROAD |
|--------|------------------------------|-----------------------|

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| 145850 | CEDAR POINTE REHAB & NURSING | 5825 WEST CERMAK ROAD |
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| 145850 | CEDAR POINTE REHAB & NURSING | 5825 WEST CERMAK ROAD |
|--------|------------------------------|-----------------------|

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|--------|--------------------------------|-------------------------|
| 145585 | CASEYVILLE NURSING & REHAB CTR | 601 WEST LINCOLN AVENUE |
|--------|--------------------------------|-------------------------|

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|--------|--------------------------------|-------------------------|
| 145585 | CASEYVILLE NURSING & REHAB CTR | 601 WEST LINCOLN AVENUE |
|--------|--------------------------------|-------------------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

CHICAGO IL 60621 (773) 224-5900

CICERO IL 60804 (708) 656-9120

CICERO IL 60804 (708) 656-9120

CICERO IL 60804 (708) 656-9120

CASEYVILLE IL 62232 (618) 345-3072

CASEYVILLE IL 62232 (618) 345-3072

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

08/04/2009

09/03/2009

08/04/2009

09/03/2009

08/04/2009

09/03/2009

08/04/2009

09/03/2009

08/07/2009

09/02/2009

08/07/2009

09/02/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

residents.

| | | |
|---|----------|---|
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

| | | |
|--|----------|---|
| Keep all essential equipment working safely. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

| | | |
|---|---------|----------------------------|
| Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature. | Pattern | Potential for minimal harm |
|---|---------|----------------------------|

| | | |
|--|----------|---|
| Give or get special rehabilitation if in the patient's plan of care. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

| | | |
|--|----------|---|
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

| | | |
|--|----------|-------------|
| Make sure that the nursing home area is free of dangers that cause | Isolated | Actual harm |
|--|----------|-------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--------------------------|------------------------------------|
| 145029 | PROVENA VILLA FRANCISCAN | 210 NORTH SPRINGFIELD AVENUE |
| 145142 | ALDEN ALMA NELSON MANOR | 550 SOUTH MULFORD AVENUE |
| 145142 | ALDEN ALMA NELSON MANOR | 550 SOUTH MULFORD AVENUE |
| 145142 | ALDEN ALMA NELSON MANOR | 550 SOUTH MULFORD AVENUE |
| 145142 | ALDEN ALMA NELSON MANOR | 550 SOUTH MULFORD AVENUE |
| 145142 | ALDEN ALMA NELSON MANOR | 550 SOUTH MULFORD AVENUE |
| 145142 | ALDEN ALMA NELSON MANOR | 550 SOUTH MULFORD AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|----------|----|-------|----------------|
| JOLIET | IL | 60435 | (815) 725-3400 |
| ROCKFORD | IL | 61108 | (815) 484-1002 |
| ROCKFORD | IL | 61108 | (815) 484-1002 |
| ROCKFORD | IL | 61108 | (815) 484-1002 |
| ROCKFORD | IL | 61108 | (815) 484-1002 |
| ROCKFORD | IL | 61108 | (815) 484-1002 |
| ROCKFORD | IL | 61108 | (815) 484-1002 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

08/11/2009

09/01/2009

08/17/2009

09/01/2009

08/17/2009

09/01/2009

08/17/2009

09/01/2009

08/17/2009

09/01/2009

08/17/2009

09/01/2009

08/17/2009

09/01/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | |
|--------|---------------------------|
| Health | Quality Care Deficiencies |
|--------|---------------------------|

| | |
|--------|----------------------------|
| Health | Environmental Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Administration Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Resident Rights Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| accidents. | | |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Keep all essential equipment working safely. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Hire nurse aides who have completed required training and shown that they are skilled. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that each resident's nutritional needs were met. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145719 | MAPLE RIDGE CARE CENTRE | 2202 NORTH KICKAPOO STREET |
| 145719 | MAPLE RIDGE CARE CENTRE | 2202 NORTH KICKAPOO STREET |
| 145774 | HAVANA HEALTH CARE CENTER | 609 NORTH HARPHAM STREET |
| 145774 | HAVANA HEALTH CARE CENTER | 609 NORTH HARPHAM STREET |
| 145774 | HAVANA HEALTH CARE CENTER | 609 NORTH HARPHAM STREET |
| 145774 | HAVANA HEALTH CARE CENTER | 609 NORTH HARPHAM STREET |
| 145774 | HAVANA HEALTH CARE CENTER | 609 NORTH HARPHAM STREET |
| 145774 | HAVANA HEALTH CARE CENTER | 609 NORTH HARPHAM STREET |
| 145872 | ALDEN LONG GROVE REHAB &HC CTR | BOX 2308 RFD HICKS |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|------------|----|-------|----------------|
| LINCOLN | IL | 62656 | (217) 735-1538 |
| LINCOLN | IL | 62656 | (217) 735-1538 |
| HAVANA | IL | 62644 | (309) 543-6121 |
| HAVANA | IL | 62644 | (309) 543-6121 |
| HAVANA | IL | 62644 | (309) 543-6121 |
| HAVANA | IL | 62644 | (309) 543-6121 |
| HAVANA | IL | 62644 | (309) 543-6121 |
| LONG GROVE | IL | 60047 | (847) 438-8275 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

08/19/2009

09/01/2009

08/19/2009

09/01/2009

08/27/2009

09/01/2009

08/27/2009

09/01/2009

08/27/2009

09/01/2009

08/27/2009

09/01/2009

08/27/2009

09/01/2009

08/18/2009

09/01/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---|----------|---|
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Provide care in a way that keeps or builds each resident's dignity and self respect. | Pattern | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Make sure that each resident's nutritional needs were met. | Isolated | Minimal harm or potential for actual harm |
| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and | Isolated | Immediate jeopardy to resident health or |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

ROAD

| | | |
|--------|--------------------------------------|--------------------------|
| 145926 | VERMILION MANOR NURSING HOME | 14792 CATLIN TILTON ROAD |
| 145838 | PETERSON PARK HEALTH CARE CTR | 6141 NORTH PULASKI ROAD |
| 145977 | RENAISSANCE AT SOUTH SHORE,THE | 2425 EAST 71ST STREET |
| 145977 | RENAISSANCE AT SOUTH SHORE,THE | 2425 EAST 71ST STREET |
| 146001 | INTERNATIONAL NURSING & REHAB CENTER | 4815 SOUTH WESTERN AVE |
| 145897 | LEBANON CARE CENTER | 1201 NORTH ALTON |
| 145897 | LEBANON CARE CENTER | 1201 NORTH ALTON |
| 145898 | WOODSIDE EXTENDED CARE | 120 WEST 26TH STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| DANVILLE | IL | 61834 | (217) 443-6430 |
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| CHICAGO | IL | 60646 | (773) 478-2000 |
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| CHICAGO | IL | 60649 | (773) 721-5000 |
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| CHICAGO | IL | 60649 | (773) 721-5000 |
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| CHICAGO | IL | 60609 | (773) 927-4200 |
|---------|----|-------|----------------|

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| LEBANON | IL | 62254 | (618) 537-4401 |
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| LEBANON | IL | 62254 | (618) 537-4401 |
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| SOUTH CHICAGO HEIGHT | IL | 60411 | (708) 756-5200 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

07/30/2009

09/01/2009

08/11/2009

08/31/2009

08/11/2009

08/31/2009

08/11/2009

08/31/2009

08/31/2009

08/31/2009

08/13/2009

08/29/2009

08/13/2009

08/29/2009

08/28/2009

08/29/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| services to get or keep the highest quality of life possible. | | safety |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Provide care in a way that keeps or builds each resident's dignity and self respect. | Pattern | Minimal harm or potential for actual harm |
| Make sure that each resident's nutritional needs were met. | Isolated | Minimal harm or potential for actual harm |
| Store, cook, and give out food in a safe and clean way. | Widespread | Potential for minimal harm |
| Make a complete assessment that covers all questions for areas that are listed in official regulations. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|-------------------------------------|-----------------------|
| 145931 | LIEBERMAN CENTER FOR HEALTH & REHAB | 9700 GROSS POINT ROAD |
| 145387 | ST ANTHONY'S NRSG & REHAB CENTER | 767 30TH STREET |
| 145387 | ST ANTHONY'S NRSG & REHAB CENTER | 767 30TH STREET |
| 145387 | ST ANTHONY'S NRSG & REHAB CENTER | 767 30TH STREET |
| 145387 | ST ANTHONY'S NRSG & REHAB CENTER | 767 30TH STREET |
| 145387 | ST ANTHONY'S NRSG & REHAB CENTER | 767 30TH STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

SKOKIE IL 60076 (847) 929-3213

ROCK ISLAND IL 61201 (309) 788-7631

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

08/26/2009

08/29/2009

06/30/2009

08/28/2009

06/30/2009

08/28/2009

06/30/2009

08/28/2009

07/21/2009

08/28/2009

07/21/2009

08/28/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Protect each resident from all abuse, physical punishment, and being separated from others. | Isolated | Actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Actual harm |
| Get proof that a nurse aide has the training and skills that the State requires. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Keep each resident's personal and medical records private and | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-----------|----------------------------------|------------------------------------|
| 145387 | ST ANTHONY'S NRSG & REHAB CENTER | 767 30TH STREET |
| 145881 | MID AMERICA CARE CENTER | 4920 NORTH KENMORE |
| 145229 | HERITAGE MANOR-SPRINGFIELD | 900 NORTH RUTLEDGE |
| 145743 | WEST SUBURBAN HOSPITAL MED CTR | ERIE AT AUSTIN |
| 1.40E+307 | NORTH AURORA CARE CENTER | 310 BANBURY ROAD |
| 145734 | EVERGREEN HEALTH CARE CENTER | 10124 SOUTH KEDZIE |
| 145828 | AVENUE CARE NURSING & REHAB CTR | 4505 SOUTH DREXEL |
| 145888 | ALDEN NORTHMOOR REHAB & HCC | 5831 NORTH NORTHWEST HIGHWAY |
| 145765 | HERITAGE NURSING HOME | 5888 NORTH RIDGE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-------------------|----|-------|----------------|
| ROCK ISLAND | IL | 61201 | (309) 788-7631 |
| CHICAGO | IL | 60640 | (773) 769-2700 |
| SPRINGFIELD | IL | 62702 | (217) 789-0930 |
| OAK PARK | IL | 60302 | (708) 763-6018 |
| NORTH AURORA | IL | 60542 | (630) 892-7627 |
| EVERGREEN PARK | IL | 60805 | (708) 907-7000 |
| CHICAGO | IL | 60653 | (773) 285-0550 |
| CHICAGO | IL | 60631 | (773) 775-8080 |
| CHICAGO | IL | 60660 | (773) 769-2626 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

07/21/2009

08/28/2009

07/14/2009

08/28/2009

07/29/2009

08/27/2009

07/28/2009

08/27/2009

08/06/2009

08/27/2009

08/03/2009

08/26/2009

08/07/2009

08/26/2009

08/11/2009

08/26/2009

08/04/2009

08/25/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health Environmental Deficiencies

Health Quality Care Deficiencies

Health Environmental Deficiencies

Health Environmental Deficiencies

Health Mistreatment Deficiencies

Health Quality Care Deficiencies

Health Environmental Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

confidential.

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| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

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| Give each resident care and services to get or keep the highest quality of life possible. | Pattern | Minimal harm or potential for actual harm |
|---|---------|---|

| | | |
|--|---------|---|
| Have a program to keep infection from spreading. | Pattern | Minimal harm or potential for actual harm |
|--|---------|---|

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| Make sure that the nursing home area is free of dangers that cause accidents. | Pattern | Minimal harm or potential for actual harm |
|---|---------|---|

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| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
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| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
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| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
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| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

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| Give each resident care and services to get or keep the | Isolated | Actual harm |
|---|----------|-------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145765 | HERITAGE NURSING HOME | 5888 NORTH RIDGE |
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| 145919 | ROCKFORD NURSING & REHAB CENTER | 1920 NORTH MAIN STREET |
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| 145968 | KEWANEE CARE HOME | 144 JUNIOR AVENUE |
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| 145968 | KEWANEE CARE HOME | 144 JUNIOR AVENUE |
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| 145968 | KEWANEE CARE HOME | 144 JUNIOR AVENUE |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| CHICAGO | IL | 60660 | (773) 769-2626 |
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| ROCKFORD | IL | 61103 | (815) 316-1400 |
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| KEWANEE | IL | 61443 | (309) 853-4429 |
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| KEWANEE | IL | 61443 | (309) 853-4429 |
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| KEWANEE | IL | 61443 | (309) 853-4429 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

08/04/2009

08/25/2009

08/07/2009

08/25/2009

08/05/2009

08/25/2009

08/05/2009

08/25/2009

08/05/2009

08/25/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

services to get or keep the highest quality of life possible.

Give or get special rehabilitation if in the patient's plan of care. Isolated

Actual harm

Give each resident care and services to get or keep the highest quality of life possible. Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. Isolated

Minimal harm or potential for actual harm

Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary. Isolated

Minimal harm or potential for actual harm

1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects. Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|----------------------------------|------------------------|
| 146097 | EL PASO HEALTH CARE CENTER | 850 EAST SECOND STREET |
| 145087 | MANORCARE OF OAK LAWN WEST | 6300 WEST 95TH STREET |
| 145337 | BRONZEVILLE PARK NSG & LVG CTR | 3400 SOUTH INDIANA |
| 145629 | PRAIRIE MANOR NRSG & REHAB CTR | 345 DIXIE HIGHWAY |
| 145708 | COUNTRY HEALTH | RURAL ROUTE 1 BOX 14 |
| 146075 | GRANITE NURSING & REHABILITATION | 3500 CENTURY DRIVE |
| 145683 | ABINGTON OF GLENVIEW | 3901 GLENVIEW ROAD |
| 145347 | GILMAN HEALTHCARE CENTER | 1390 SOUTH |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------------------|----|-------|----------------|
| EL PASO | IL | 61738 | (309) 527-2700 |
| OAK LAWN | IL | 60453 | (708) 599-8800 |
| CHICAGO | IL | 60616 | (312) 842-5000 |
| CHICAGO HEIGHTS | IL | 60411 | (708) 754-7601 |
| GIFFORD | IL | 61847 | (217) 568-7362 |
| GRANITE CITY | IL | 62040 | (618) 877-2700 |
| GLENVIEW | IL | 60025 | (847) 729-0000 |
| GILMAN | IL | 60938 | (815) 265-7208 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

08/04/2009

08/25/2009

08/11/2009

08/24/2009

08/05/2009

08/24/2009

07/31/2009

08/24/2009

08/10/2009

08/24/2009

08/10/2009

08/24/2009

07/29/2009

08/23/2009

07/23/2009

08/22/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Provide services to meet the needs and preferences of each resident. | Pattern | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that residents who | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

CRESCENT STREET,
BOX 307

145347

GILMAN HEALTHCARE CENTER

1390 SOUTH
CRESCENT STREET,
BOX 307

145427

ELDERCARE OF ALTON

3523 WICKENHAUSER

145442

TOULON REHAB & HEALTH CARE CENTER

HIGHWAY 17 EAST P
O BOX 209

145639

CHICAGO RIDGE NURSING CENTER

10602 SOUTHWEST
HIGHWAY

146090

HAWTHORNE INN OF DANVILLE

3222 INDEPENDENCE
DRIVE

145447

HERITAGE MANOR-ELGIN

355 RAYMOND
STREET

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|----|-------|----------------|
| GILMAN | IL | 60938 | (815) 265-7208 |
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| ALTON | IL | 62002 | (618) 465-8887 |
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| TOULON | IL | 61483 | (309) 286-2631 |
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| CHICAGO RIDGE | IL | 60415 | (708) 448-1540 |
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| DANVILLE | IL | 61832 | (217) 431-1600 |
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| ELGIN | IL | 60120 | (847) 697-6636 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

07/23/2009

08/22/2009

08/20/2009

08/22/2009

08/06/2009

08/21/2009

08/20/2009

08/21/2009

08/12/2009

08/21/2009

08/19/2009

08/20/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| cannot care for themselves receive help with eating/drinking, grooming and hygiene. | | harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Provide enough notice before discharging or transferring a resident. | Isolated | Minimal harm or potential for actual harm |
| Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible. | Isolated | Minimal harm or potential for actual harm |
| Provide clean bed and bath linens that are in good condition. | Pattern | Potential for minimal harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|------------------------------|-------------------------------|
| 145447 | HERITAGE MANOR-ELGIN | 355 RAYMOND STREET |
| 145597 | PEKIN MANOR | 1520 EL CAMINO DRIVE |
| 146052 | ALHAMBRA CARE CENTER | 417 EAST MAIN STREET, BOX 310 |
| 146052 | ALHAMBRA CARE CENTER | 417 EAST MAIN STREET, BOX 310 |
| 146083 | MANOR COURT OF PRINCETON | 140 NORTH SIXTH STREET |
| 14E341 | ROCHELLE GARDENS CARE CENTER | 1021 CARON ROAD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-------|----|-------|----------------|
| ELGIN | IL | 60120 | (847) 697-6636 |
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| PEKIN | IL | 61554 | (309) 353-1099 |
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| ALHAMBRA | IL | 62001 | (618) 488-3565 |
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| ALHAMBRA | IL | 62001 | (618) 488-3565 |
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| PRINCETON | IL | 61356 | (815) 875-6600 |
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| ROCHELLE | IL | 61068 | (815) 562-4047 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

08/19/2009

08/20/2009

08/07/2009

08/20/2009

07/23/2009

08/20/2009

07/23/2009

08/20/2009

07/21/2009

08/20/2009

08/04/2009

08/20/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Administration Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| investigate any acts or reports of abuse, neglect or mistreatment of residents. | | |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Keep accurate and appropriate medical records. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|-----------------------------------|---------------------------------|
| 145757 | CARBONDALE REHAB & NURSING CENTER | 120 NORTH TOWER ROAD |
| 145791 | FIRESIDE HOUSE OF CENTRALIA | 1030 MARTIN LUTHER KING BLVD |
| 146088 | HELIA HEALTHCARE OF BENTON | 1310 MARK FRANKLIN LOUIS STREET |
| 145012 | HEARTLAND OF GALESBURG | 280 EAST LOSEY STREET |
| 145012 | HEARTLAND OF GALESBURG | 280 EAST LOSEY STREET |
| 145664 | WESTSIDE REHAB & CARE CENTER | 601 NORTH COLUMBIA |
| 145664 | WESTSIDE REHAB & CARE CENTER | 601 NORTH COLUMBIA |
| 145937 | FAIRVIEW NURSING PLAZA | 321 ARNOLD AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|-------------------|----|-------|----------------|
| CARBONDALE | IL | 62901 | (618) 549-3355 |
| CENTRALIA | IL | 62801 | (618) 532-1833 |
| BENTON | IL | 62812 | (618) 439-3500 |
| GALESBURG | IL | 61401 | (309) 343-2166 |
| GALESBURG | IL | 61401 | (309) 343-2166 |
| WEST FRANKFORT | IL | 62896 | (618) 932-2109 |
| WEST FRANKFORT | IL | 62896 | (618) 932-2109 |
| ROCKFORD | IL | 61108 | (815) 397-5531 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

08/19/2009

08/19/2009

08/03/2009

08/19/2009

08/05/2009

08/19/2009

08/04/2009

08/18/2009

08/04/2009

08/18/2009

08/18/2009

08/18/2009

08/18/2009

08/18/2009

08/06/2009

08/18/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| Make sure that the nursing home area is safe, easy to use, clean and comfortable. | Pattern | Potential for minimal harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| 1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents are safe from serious medication errors. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Provide needed housekeeping | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|-------------------------------------|---------------------------------|
| 146053 | HOLY FAMILY VILLA | 12220 SOUTH WILL COOK ROAD |
| 146062 | CENTER HOME HISPANIC ELDERLY | 1401 NORTH CALIFORNIA |
| 145336 | WARREN BARR PAVILION | 66 WEST OAK STREET |
| 145660 | WESTCHESTER HEALTH & REHABILITATION | 2901 SOUTH WOLF ROAD |
| 145899 | LEXINGTON OF ORLAND PARK | 14601 SOUTH JOHN HUMPHREY DR |
| 146097 | EL PASO HEALTH CARE CENTER | 850 EAST SECOND STREET |
| 145221 | FAIRVIEW CARE CENTER OF JOLIET | 222 NORTH HAMMES |
| 145221 | FAIRVIEW CARE CENTER OF JOLIET | 222 NORTH HAMMES |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-------------|----|-------|----------------|
| PALOS PARK | IL | 60464 | (630) 257-2291 |
| CHICAGO | IL | 60622 | (773) 782-8700 |
| CHICAGO | IL | 60610 | (312) 705-5100 |
| WESTCHESTER | IL | 60154 | (708) 531-1441 |
| ORLAND PARK | IL | 60462 | (708) 349-8300 |
| EL PASO | IL | 61738 | (309) 527-2700 |
| JOLIET | IL | 60435 | (815) 725-0443 |
| JOLIET | IL | 60435 | (815) 725-0443 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

08/10/2009

08/18/2009

07/21/2009

08/18/2009

08/17/2009

08/17/2009

07/29/2009

08/17/2009

07/28/2009

08/17/2009

08/04/2009

08/17/2009

07/29/2009

08/14/2009

07/29/2009

08/14/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Assessment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|------------|---|
| and maintenance. | | harm |
| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Keep temperature levels comfortable and safe. | Widespread | Potential for minimal harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Give each resident enough fluids to keep them healthy and prevent dehydration. | Isolated | Minimal harm or potential for actual harm |
| Provide clean bed and bath linens that are in good condition. | Widespread | Potential for minimal harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Make a complete assessment that covers all questions for areas | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|-------------------------------------|--------------------------|
| 145221 | FAIRVIEW CARE CENTER OF JOLIET | 222 NORTH HAMMES |
| 145640 | CHURCH CREEK | 1250 WEST CENTRAL ROAD |
| 145646 | ROSEWOOD CARE CENTER OF EAST PEORIA | 900 CENTENNIAL DRIVE |
| 145647 | ROSEWOOD CARE CENTER OF PEORIA | 1500 WEST NORTHMOOR ROAD |
| 145685 | MOUNT VERNON COUNTRYSIDE MANOR | 606 EAST IL HWY 15 |
| 145728 | MANOR COURT OF MARYVILLE | OFF STATE ROUTE 162 |
| 145885 | MAYFIELD CARE CENTER | 5905 WEST WASHINGTON |
| 145885 | MAYFIELD CARE CENTER | 5905 WEST WASHINGTON |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---------------|----|-------|----------------|
| JOLIET | IL | 60435 | (815) 725-0443 |
| ARLINGTON HTS | IL | 60005 | (847) 506-3223 |
| EAST PEORIA | IL | 61611 | (309) 699-5400 |
| PEORIA | IL | 61614 | (309) 691-2200 |
| MOUNT VERNON | IL | 62864 | (618) 242-1800 |
| MARYVILLE | IL | 62062 | (618) 288-5999 |
| CHICAGO | IL | 60644 | (773) 261-7074 |
| CHICAGO | IL | 60644 | (773) 261-7074 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

07/29/2009

08/14/2009

07/29/2009

08/14/2009

08/06/2009

08/14/2009

08/03/2009

08/14/2009

07/15/2009

08/14/2009

07/27/2009

08/14/2009

07/02/2009

08/14/2009

07/02/2009

08/14/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Environmental Deficiencies

Health Environmental Deficiencies

Health Environmental Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| that covers all questions for areas that are listed in official regulations. | | harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|---------------------------------|-----------------------------------|
| | | WASHINGTON |
| 145885 | MAYFIELD CARE CENTER | 5905 WEST WASHINGTON |
| 145885 | MAYFIELD CARE CENTER | 5905 WEST WASHINGTON |
| 146134 | SALINE CARE CENTER | 120 SOUTH LAND STREET, PO BOX 468 |
| 146134 | SALINE CARE CENTER | 120 SOUTH LAND STREET, PO BOX 468 |
| 145748 | MONTGOMERY PLACE | 5550 SOUTH SHORE DRIVE |
| 145862 | HILLTOP CONVALESCENT CENTER | 910 WEST POLK STREET |
| 145906 | DIXON HEALTHCARE & REHAB CENTER | 800 DIVISION STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---------|----|-------|----------------|
| CHICAGO | IL | 60644 | (773) 261-7074 |
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|---------|----|-------|----------------|
| CHICAGO | IL | 60644 | (773) 261-7074 |
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| HARRISBURG | IL | 62946 | (618) 252-7405 |
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| HARRISBURG | IL | 62946 | (618) 252-7405 |
|------------|----|-------|----------------|

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|---------|----|-------|----------------|
| CHICAGO | IL | 60637 | (773) 753-4100 |
|---------|----|-------|----------------|

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| CHARLESTON | IL | 61920 | (217) 345-7066 |
|------------|----|-------|----------------|

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| DIXON | IL | 61021 | (815) 284-3393 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

07/27/2009

08/14/2009

07/27/2009

08/14/2009

07/21/2009

08/14/2009

07/21/2009

08/14/2009

08/13/2009

08/13/2009

07/17/2009

08/13/2009

08/13/2009

08/13/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| to prevent new bed (pressure) sores or heal existing bed sores. | | harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Protect residents from mistreatment, neglect, and/or theft of personal property. | Isolated | Actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Give each resident enough fluids to keep them healthy and prevent dehydration. | Isolated | Actual harm |
| Allow residents to easily see the results of the nursing home's most recent survey. | Pattern | Potential for minimal harm |
| Make sure that residents are safe from serious medication errors. | Pattern | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|--------------------------------|-----------------------|
| 146029 | FRANCISCAN VILLAGE | 1270 FRANCISCAN DRIVE |
| 146029 | FRANCISCAN VILLAGE | 1270 FRANCISCAN DRIVE |
| 145862 | HILLTOP CONVALESCENT CENTER | 910 WEST POLK STREET |
| 145977 | RENAISSANCE AT SOUTH SHORE,THE | 2425 EAST 71ST STREET |
| 145691 | HALLMARK HOUSE NURSING CENTER | 2501 ALLENTOWN ROAD |
| 145691 | HALLMARK HOUSE NURSING CENTER | 2501 ALLENTOWN ROAD |
| 145691 | HALLMARK HOUSE NURSING CENTER | 2501 ALLENTOWN ROAD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|------------|----|-------|----------------|
| LEMONT | IL | 60439 | (630) 243-3406 |
| LEMONT | IL | 60439 | (630) 243-3406 |
| CHARLESTON | IL | 61920 | (217) 345-7066 |
| CHICAGO | IL | 60649 | (773) 721-5000 |
| PEKIN | IL | 61554 | (309) 347-3121 |
| PEKIN | IL | 61554 | (309) 347-3121 |
| PEKIN | IL | 61554 | (309) 347-3121 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

08/05/2009

08/13/2009

08/05/2009

08/13/2009

07/17/2009

08/11/2009

08/11/2009

08/11/2009

07/23/2009

08/10/2009

07/23/2009

08/10/2009

07/23/2009

08/10/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Mistreatment Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Pharmacy Service Deficiencies |
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| Health | Resident Rights Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---|----------|---|
| Protect residents from mistreatment, neglect, and/or theft of personal property. | Isolated | Actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |
| Give each resident enough fluids to keep them healthy and prevent dehydration. | Isolated | Actual harm |
| 1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|---------------------------------|------------------------|
| 145862 | HILLTOP CONVALESCENT CENTER | 910 WEST POLK STREET |
| 145930 | GOOD SAMARITAN - PONTIAC | 14335 US HIGHWAY 66 |
| 146013 | BERKELEY NURSING & REHAB CENTER | 6909 WEST NORTH AVENUE |
| 146013 | BERKELEY NURSING & REHAB CENTER | 6909 WEST NORTH AVENUE |
| 146135 | PLEASANT HILL HEALTHCARE | 1010 WEST NORTH STREET |
| 145039 | HEARTLAND OF PEORIA | 5600 GLEN ELM DRIVE |
| 145632 | ST AGNES HC AND REHAB CENTER | 1725 SOUTH WABASH |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency



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|------------|----|-------|----------------|
| CHARLESTON | IL | 61920 | (217) 345-7066 |
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|---------|----|-------|----------------|
| PONTIAC | IL | 61764 | (815) 844-5121 |
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| OAK PARK | IL | 60302 | (708) 386-1112 |
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| OAK PARK | IL | 60302 | (708) 386-1112 |
|----------|----|-------|----------------|

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| GIRARD | IL | 62640 | (217) 627-2181 |
|--------|----|-------|----------------|

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|--------|----|-------|----------------|
| PEORIA | IL | 61614 | (309) 693-8777 |
|--------|----|-------|----------------|

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|---------|----|-------|----------------|
| CHICAGO | IL | 60616 | (312) 922-2777 |
|---------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

07/17/2009

08/10/2009

07/20/2009

08/10/2009

06/24/2009

08/10/2009

07/27/2009

08/10/2009

08/10/2009

08/10/2009

07/24/2009

08/07/2009

07/20/2009

08/07/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency



Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Nutrition and Dietary Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---|------------|---|
| major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | | |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Use a registered nurse at least 8 hours a day, 7 days a week. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Provide needed housekeeping and maintenance. | Pattern | Potential for minimal harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Store, cook, and give out food in | Widespread | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|---------------------|----------------------|
| 145773 | GOOD SAMARITAN HOME | 2130 HARRISON STREET |
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| 145773 | GOOD SAMARITAN HOME | 2130 HARRISON STREET |
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| 145549 | BELHAVEN NURSING & REHAB CENTER | 11401 SOUTH OAKLEY AVENUE |
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| 145549 | BELHAVEN NURSING & REHAB CENTER | 11401 SOUTH OAKLEY AVENUE |
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| 145549 | BELHAVEN NURSING & REHAB CENTER | 11401 SOUTH OAKLEY AVENUE |
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| 145571 | CEDAR RIDGE HEALTH REHAB CENTER | ONE PERRYMAN STREET |
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| 145571 | CEDAR RIDGE HEALTH REHAB CENTER | ONE PERRYMAN STREET |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

QUINCY IL 62301 (217) 223-8717

QUINCY IL 62301 (217) 223-8717

CHICAGO IL 60643 (773) 233-6311

CHICAGO IL 60643 (773) 233-6311

CHICAGO IL 60643 (773) 233-6311

LEBANON IL 62254 (618) 537-6165

LEBANON IL 62254 (618) 537-6165

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

07/24/2009

08/07/2009

07/24/2009

08/07/2009

07/21/2009

08/06/2009

07/21/2009

08/06/2009

07/21/2009

08/06/2009

08/06/2009

08/06/2009

08/06/2009

08/06/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

a safe and clean way.

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

harm

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Protect residents from mistreatment, neglect, and/or theft of personal property.

Isolated

Actual harm

Give professional services that meet a professional standard of quality.

Isolated

Minimal harm or potential for actual harm

Give professional services that follow each resident's written care plan.

Isolated

Minimal harm or potential for actual harm

1) Make sure that residents who take drugs are not given too many doses or for too long; 2)

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--------------------------------------|--------------------------|
| 145936 | HIGHLAND PARK NURSING & REHAB | 50 PLEASANT AVENUE |
| 146001 | INTERNATIONAL NURSING & REHAB CENTER | 4815 SOUTH WESTERN AVE |
| 146092 | HERRIN REHAB & NURSING CENTER | 1900 NORTH PARK AVENUE |
| 146128 | PLYMOUTH PLACE | 315 NORTH LA GRANGE ROAD |
| 145649 | ODIN HEALTH CARE CENTER | 300 GREEN STREET |
| 145649 | ODIN HEALTH CARE CENTER | 300 GREEN STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|----------|----|-------|----------------|
| HIGHWOOD | IL | 60040 | (847) 432-9142 |
|----------|----|-------|----------------|

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|---------|----|-------|----------------|
| CHICAGO | IL | 60609 | (773) 927-4200 |
|---------|----|-------|----------------|

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|--------|----|-------|----------------|
| HERRIN | IL | 62948 | (618) 942-2525 |
|--------|----|-------|----------------|

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|----------------|----|-------|----------------|
| LA GRANGE PARK | IL | 60526 | (708) 354-0340 |
|----------------|----|-------|----------------|

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|------|----|-------|----------------|
| ODIN | IL | 62870 | (618) 775-6444 |
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|------|----|-------|----------------|
| ODIN | IL | 62870 | (618) 775-6444 |
|------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

07/16/2009

08/06/2009

07/14/2009

08/06/2009

08/04/2009

08/06/2009

07/07/2009

08/06/2009

07/23/2009

08/05/2009

07/23/2009

08/05/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.

Give professional services that meet a professional standard of quality.

Pattern

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

Keep accurate and appropriate medical records.

Pattern

Minimal harm or potential for actual harm

Give professional services that meet a professional standard of quality.

Isolated

Actual harm

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.

Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|------------------------------------|-------------------------|
| 145942 | OAK LAWN RESPIRATORY & REHAB | 9525 SOUTH MAYFIELD |
| 145942 | OAK LAWN RESPIRATORY & REHAB | 9525 SOUTH MAYFIELD |
| 14A074 | ARBOUR HEALTH CARE CENTER | 1512 WEST FARGO |
| 145688 | ALDEN PRINCETON REHAB & HCC | 255 WEST 69TH STREET |
| 145714 | OAK PARK HEALTHCARE CENTER | 625 NORTH HARLEM |
| 145736 | ALDEN TOWN MANOR REHAB & HCC | 6120 WEST OGDEN |
| 145736 | ALDEN TOWN MANOR REHAB & HCC | 6120 WEST OGDEN |
| 145736 | ALDEN TOWN MANOR REHAB & HCC | 6120 WEST OGDEN |
| 145778 | MIDWAY NEUROLOGICAL / REHAB CENTER | 8540 SOUTH HARLEM |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

OAK LAWN IL 60453 (708) 636-7000

OAK LAWN IL 60453 (708) 636-7000

CHICAGO IL 60626 (773) 465-7751

CHICAGO IL 60621 (773) 224-5900

OAK PARK IL 60302 (708) 848-5966

CICERO IL 60804 (708) 863-0500

CICERO IL 60804 (708) 863-0500

CICERO IL 60804 (708) 863-0500

BRIDGEVIEW IL 60455 (708) 598-2605

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

08/04/2009

08/05/2009

08/04/2009

08/05/2009

08/04/2009

08/05/2009

04/30/2009

08/04/2009

07/15/2009

08/04/2009

07/02/2009

08/04/2009

07/02/2009

08/04/2009

07/02/2009

08/04/2009

07/29/2009

08/04/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Immediate jeopardy to resident health or safety |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Keep each resident free from physical restraints, unless needed for medical treatment. | Isolated | Minimal harm or potential for actual harm |
| Try to resolve each resident's | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|------------------------------------|-------------------------|
| 145778 | MIDWAY NEUROLOGICAL / REHAB CENTER | 8540 SOUTH HARLEM |
| 145778 | MIDWAY NEUROLOGICAL / REHAB CENTER | 8540 SOUTH HARLEM |
| 145778 | MIDWAY NEUROLOGICAL / REHAB CENTER | 8540 SOUTH HARLEM |
| 145778 | MIDWAY NEUROLOGICAL / REHAB CENTER | 8540 SOUTH HARLEM |
| 145778 | MIDWAY NEUROLOGICAL / REHAB CENTER | 8540 SOUTH HARLEM |
| 145834 | COLUMBUS PARK N & REHAB CENTER | 901 SOUTH AUSTIN |
| 145856 | ALL FAITH PAVILION | 3500 SOUTH GILES AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|------------|----|-------|----------------|
| BRIDGEVIEW | IL | 60455 | (708) 598-2605 |
| BRIDGEVIEW | IL | 60455 | (708) 598-2605 |
| BRIDGEVIEW | IL | 60455 | (708) 598-2605 |
| BRIDGEVIEW | IL | 60455 | (708) 598-2605 |
| BRIDGEVIEW | IL | 60455 | (708) 598-2605 |
| CHICAGO | IL | 60644 | (773) 287-5959 |
| CHICAGO | IL | 60653 | (312) 326-2000 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

07/29/2009

08/04/2009

07/29/2009

08/04/2009

07/29/2009

08/04/2009

07/29/2009

08/04/2009

07/20/2009

08/04/2009

07/17/2009

08/03/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Resident Rights Deficiencies |
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| Health | Resident Rights Deficiencies |
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| Health | Mistreatment Deficiencies |
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| Health | Mistreatment Deficiencies |
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| Health | Resident Rights Deficiencies |
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| Health | Mistreatment Deficiencies |
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| Health | Mistreatment Deficiencies |
|--------|---------------------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| Try to resolve each resident's complaints quickly. | Isolated | Minimal harm or potential for actual harm |
| Provide enough notice before discharging or transferring a resident. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
| Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care. | Isolated | Minimal harm or potential for actual harm |
| Protect each resident from all abuse, physical punishment, and being separated from others. | Isolated | Actual harm |
| Keep each resident free from physical restraints, unless | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|------------------------------|---------------------------|
| 145268 | GLENVIEW TERRACE NURSING CTR | 1511 GREENWOOD ROAD |
| 145928 | NORTH CHURCH NURSING & REHAB | 1021 NORTH CHURCH STREET |
| 145173 | HEATHER HEALTH CARE CENTER | 15600 SOUTH HONORE STREET |
| 145259 | ALDEN PARK STRATHMOOR | 5668 STRATHMOOR DRIVE |
| 145336 | WARREN BARR PAVILION | 66 WEST OAK STREET |
| 145344 | LIBERTYVILLE MANOR EXT CARE | 610 PETERSON ROAD |
| 145673 | APOSTOLIC CHR HOME OF EUREKA | 610 CRUGER |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|--------------|----|-------|----------------|
| GLENVIEW | IL | 60025 | (847) 729-9090 |
| JACKSONVILLE | IL | 62650 | (217) 245-4174 |
| HARVEY | IL | 60426 | (708) 333-9550 |
| ROCKFORD | IL | 61107 | (815) 229-5200 |
| CHICAGO | IL | 60610 | (312) 705-5100 |
| LIBERTYVILLE | IL | 60048 | (847) 367-6100 |
| EUREKA | IL | 61530 | (309) 467-2311 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

07/21/2009

08/01/2009

06/03/2009

08/01/2009

05/06/2009

07/31/2009

07/24/2009

07/31/2009

06/18/2009

07/31/2009

06/29/2009

07/31/2009

07/15/2009

07/31/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Environmental Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Resident Assessment Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Pharmacy Service Deficiencies |
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| Health | Mistreatment Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| needed for medical treatment. | | |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Use a registered nurse at least 8 hours a day, 7 days a week. | Pattern | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents are safe from serious medication errors. | Pattern | Minimal harm or potential for actual harm |
| Protect each resident from all abuse, physical punishment, and being separated from others. | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--------------------------------|------------------------------|
| 145924 | HELIA HEALTHCARE OF CHAMPAIGN | 1915 SOUTH MATTIS STREET |
| 146079 | HELIA HEALTHCARE OF CARBONDALE | 500 SOUTH LEWIS LANE |
| 145928 | NORTH CHURCH NURSING & REHAB | 1021 NORTH CHURCH STREET |
| 146045 | HELIA HEALTHCARE OF ENERGY | 210 EAST COLLEGE, PO BOX 519 |
| 145758 | GLENWOOD HEALTHCARE & REHAB. | 19330 SOUTH COTTAGE GROVE |
| 14A247 | ST MARTHA MANOR | 4621 NORTH RACINE AVENUE |
| 145027 | HEARTLAND OF MOLINE | 833 SIXTEENTH AVENUE |
| 145494 | MCLEAN COUNTY NURSING HOME | 901 NORTH MAIN |
| 145494 | MCLEAN COUNTY NURSING HOME | 901 NORTH MAIN |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|--------------|----|-------|----------------|
| CHAMPAIGN | IL | 61821 | (217) 352-0516 |
| CARBONDALE | IL | 62901 | (618) 529-5355 |
| JACKSONVILLE | IL | 62650 | (217) 245-4174 |
| ENERGY | IL | 62933 | (618) 942-7014 |
| GLENWOOD | IL | 60425 | (708) 758-6200 |
| CHICAGO | IL | 60640 | (773) 784-2300 |
| MOLINE | IL | 61265 | (309) 764-6744 |
| NORMAL | IL | 61761 | (309) 888-5380 |
| NORMAL | IL | 61761 | (309) 888-5380 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

07/16/2009

07/31/2009

07/09/2009

07/31/2009

06/03/2009

07/30/2009

06/16/2009

07/30/2009

07/29/2009

07/29/2009

07/09/2009

07/29/2009

07/28/2009

07/28/2009

07/27/2009

07/28/2009

07/27/2009

07/28/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | |
|--------|----------------------------------|
| Health | Environmental Deficiencies |
| Health | Environmental Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Environmental Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Administration Deficiencies |
| Health | Resident Rights Deficiencies |
| Health | Resident Assessment Deficiencies |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|------------|---|
| Provide needed housekeeping and maintenance. | Pattern | Potential for minimal harm |
| Make sure there is a program to prevent/deal with mice, insects, or other pests. | Pattern | Potential for minimal harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is safe, easy to use, clean and comfortable. | Pattern | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Give or get special rehabilitation if in the patient's plan of care. | Isolated | Minimal harm or potential for actual harm |
| post nurse staffing information. | Widespread | Potential for minimal harm |
| Provide services to meet the needs and preferences of each resident. | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|-----------------------------------|------------------------------|
| 145494 | MCLEAN COUNTY NURSING HOME | 901 NORTH MAIN |
| 145634 | ASTORIA PLACE LIVING & REHAB | 6300 NORTH CALIFORNIA AVENUE |
| 145307 | GROVE OF LA GRANGE PARK | 701 NORTH LAGRANGE ROAD |
| 145557 | ALDEN ESTATES OF BARRINGTON | 1420 SOUTH BARRINGTON ROAD |
| 146026 | LEWIS MEMORIAL CHRISTIAN VLG | 3400 WEST WASHINGTON |
| 145757 | CARBONDALE REHAB & NURSING CENTER | 120 NORTH TOWER ROAD |
| 145070 | COURTYARD HEALTHCARE CENTER | 3601 SOUTH HARLEM AVENUE |
| 145775 | HARMONY NURSING & REHAB CENTER | 3919 WEST FOSTER AVENUE |
| 145950 | ROCK ISLAND NURSING & REHB CENTER | 2545 24TH STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|----------------|----|-------|----------------|
| NORMAL | IL | 61761 | (309) 888-5380 |
| CHICAGO | IL | 60659 | (773) 973-1900 |
| LA GRANGE PARK | IL | 60526 | (708) 354-7300 |
| BARRINGTON | IL | 60010 | (847) 382-6664 |
| SPRINGFIELD | IL | 62702 | (217) 787-9600 |
| CARBONDALE | IL | 62901 | (618) 549-3355 |
| BERWYN | IL | 60402 | (708) 749-4160 |
| CHICAGO | IL | 60625 | (773) 588-9500 |
| ROCK ISLAND | IL | 61201 | (309) 788-0458 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

07/27/2009

07/28/2009

07/17/2009

07/28/2009

07/07/2009

07/27/2009

07/08/2009

07/27/2009

07/07/2009

07/27/2009

06/30/2009

07/25/2009

06/30/2009

07/24/2009

07/10/2009

07/24/2009

07/08/2009

07/24/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| Give each resident enough fluids to keep them healthy and prevent dehydration. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give the right treatment and services to residents who have mental or social problems adjusting. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents are safe from serious medication errors. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|----------------------------------|-----------------------------|
| 145969 | BERKSHIRE NURSING & REHAB CENTER | 8200 WEST ROOSEVELT ROAD |
| 146076 | MANOR COURT OF CLINTON | 1 PARK LANE WEST |
| 146076 | MANOR COURT OF CLINTON | 1 PARK LANE WEST |
| 145079 | MENARD CONVALESCENT CENTER | 120 ANTLE STREET |
| 145079 | MENARD CONVALESCENT CENTER | 120 ANTLE STREET |
| 145079 | MENARD CONVALESCENT CENTER | 120 ANTLE STREET |
| 145337 | BRONZEVILLE PARK NSG & LVG CTR | 3400 SOUTH INDIANA |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-------------|----|-------|----------------|
| FOREST PARK | IL | 60130 | (708) 488-9850 |
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|---------|----|-------|----------------|
| CLINTON | IL | 61727 | (217) 935-8500 |
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| CLINTON | IL | 61727 | (217) 935-8500 |
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| PETERSBURG | IL | 62675 | (217) 632-2249 |
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| PETERSBURG | IL | 62675 | (217) 632-2249 |
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| PETERSBURG | IL | 62675 | (217) 632-2249 |
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| CHICAGO | IL | 60616 | (312) 842-5000 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

07/06/2009

07/24/2009

07/15/2009

07/24/2009

07/15/2009

07/24/2009

07/07/2009

07/23/2009

07/07/2009

07/23/2009

07/07/2009

07/23/2009

05/28/2009

07/22/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| meet a professional standard of quality. | | harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |
| Get proof that a nurse aide has the training and skills that the State requires. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Actual harm |
| Protect each resident from all abuse, physical punishment, and being separated from others. | Isolated | Actual harm |
| Make sure that the nursing home | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

145337 BRONZEVILLE PARK NSG & LVG CTR 3400 SOUTH INDIANA

145654 LAKEVIEW NURSING & REHAB CTRE 735 WEST DIVERSEY

145901 LEMONT NURSING & REHAB CENTER 12450 WALKER ROAD

145713 MOMENCE MEADOWS NURSING & REHAB 500 SOUTH WALNUT

145190 HEARTLAND OF CHAMPAIGN 309 EAST
SPRINGFIELD

145778 MIDWAY NEUROLOGICAL / REHAB CENTER 8540 SOUTH HARLEM

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---------|----|-------|----------------|
| CHICAGO | IL | 60616 | (312) 842-5000 |
|---------|----|-------|----------------|

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|---------|----|-------|----------------|
| CHICAGO | IL | 60614 | (773) 348-4055 |
|---------|----|-------|----------------|

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|--------|----|-------|----------------|
| LEMONT | IL | 60439 | (630) 243-0400 |
|--------|----|-------|----------------|

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|---------|----|-------|----------------|
| MOMENCE | IL | 60954 | (815) 472-2423 |
|---------|----|-------|----------------|

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|-----------|----|-------|----------------|
| CHAMPAIGN | IL | 61820 | (217) 352-5135 |
|-----------|----|-------|----------------|

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|------------|----|-------|----------------|
| BRIDGEVIEW | IL | 60455 | (708) 598-2605 |
|------------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

07/07/2009

07/22/2009

07/09/2009

07/22/2009

07/07/2009

07/22/2009

07/02/2009

07/21/2009

07/17/2009

07/20/2009

07/10/2009

07/20/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Resident Assessment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

area is free of dangers that cause accidents.

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated
Minimal harm or potential for actual harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Isolated
Minimal harm or potential for actual harm

Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.

Isolated
Minimal harm or potential for actual harm

Give professional services that meet a professional standard of quality.

Pattern
Minimal harm or potential for actual harm

Make sure that residents are safe from serious medication errors.

Isolated
Minimal harm or potential for actual harm

1) Develop a complete care plan within 7 days of each resident's

Isolated
Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|------------------------------------|-------------------------|
| 145778 | MIDWAY NEUROLOGICAL / REHAB CENTER | 8540 SOUTH HARLEM |
| 146135 | PLEASANT HILL HEALTHCARE | 1010 WEST NORTH STREET |
| 145248 | MORTON VILLA CARE CENTER | 190 EAST QUEENWOOD ROAD |
| 145248 | MORTON VILLA CARE CENTER | 190 EAST QUEENWOOD ROAD |
| 146036 | SHAWNEE CHRISTIAN NURSING CTR | 1901 13TH STREET |
| 146041 | EAST MOLINE NURSING & REHAB | 430 SOUTH 30TH AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|-------------|----|-------|----------------|
| BRIDGEVIEW | IL | 60455 | (708) 598-2605 |
| GIRARD | IL | 62640 | (217) 627-2181 |
| MORTON | IL | 61550 | (309) 266-9741 |
| MORTON | IL | 61550 | (309) 266-9741 |
| HERRIN | IL | 62948 | (618) 942-7391 |
| EAST MOLINE | IL | 61244 | (309) 755-3466 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

07/10/2009

07/20/2009

07/13/2009

07/20/2009

06/24/2009

07/18/2009

06/24/2009

07/18/2009

06/25/2009

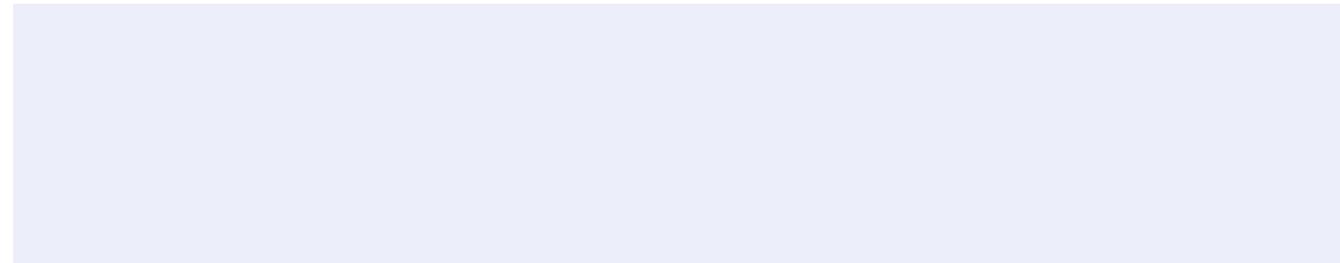
07/17/2009

07/02/2009

07/17/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency



Health Resident Rights Deficiencies

Health Environmental Deficiencies

Health Mistreatment Deficiencies

Health Mistreatment Deficiencies



Health Quality Care Deficiencies

Health Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan. | | |
| Let the resident or the resident's representative look at all records. | Isolated | Minimal harm or potential for actual harm |
| Provide needed housekeeping and maintenance. | Pattern | Potential for minimal harm |
| Protect residents from mistreatment, neglect, and/or theft of personal property. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary. | Isolated | Minimal harm or potential for actual harm |
| Be designed, built, equipped, or well kept to protect the health and | Pattern | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|---------------------------------|-----------------------------------|
| 145050 | DU PAGE CONVALESCENT CENTER | 400 N COUNTY FARM RD PO BOX708 |
| 145050 | DU PAGE CONVALESCENT CENTER | 400 N COUNTY FARM RD PO BOX708 |
| 145764 | RENAISSANCE PARK SOUTH | 10935 SOUTH HALSTED STREET |
| 145906 | DIXON HEALTHCARE & REHAB CENTER | 800 DIVISION STREET |
| 145358 | COMMUNITY NURSING & REHAB CTR | 1136 NORTH MILL STREET |
| 145358 | COMMUNITY NURSING & REHAB CTR | 1136 NORTH MILL STREET |
| 145358 | COMMUNITY NURSING & REHAB CTR | 1136 NORTH MILL STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---------|----|-------|----------------|
| WHEATON | IL | 60187 | (630) 665-6400 |
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| WHEATON | IL | 60187 | (630) 665-6400 |
|---------|----|-------|----------------|

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|---------|----|-------|----------------|
| CHICAGO | IL | 60628 | (773) 928-2000 |
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| DIXON | IL | 61021 | (815) 284-3393 |
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| NAPERVILLE | IL | 60563 | (630) 355-3300 |
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| NAPERVILLE | IL | 60563 | (630) 355-3300 |
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| NAPERVILLE | IL | 60563 | (630) 355-3300 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

06/01/2009

07/16/2009

07/01/2009

07/16/2009

07/13/2009

07/16/2009

06/24/2009

07/16/2009

04/27/2009

07/15/2009

05/22/2009

07/15/2009

05/22/2009

07/15/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| safety of residents, workers, and the public. | | |
| Protect the resident from a transfer or discharge that is not wanted or needed. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|--------------------------------|------------------------|
| 145744 | HERITAGE MANOR-MINONK | 201 LOCUST STREET |
| 145761 | LAKWOOD NRSG & REHAB CENTER | 14718 S EASTERN AVENUE |
| 146041 | EAST MOLINE NURSING & REHAB | 430 SOUTH 30TH AVENUE |
| 145484 | GLENCREST HEALTHCR & REHAB CTR | 2451 WEST TOUHY AVENUE |
| 145246 | MANORCARE OF HINSDALE | 600 WEST OGDEN AVENUE |
| 145614 | CHATEAU NRSG & REHAB CENTER | 7050 MADISON STREET |
| 145614 | CHATEAU NRSG & REHAB CENTER | 7050 MADISON STREET |
| 145983 | RENAISSANCE AT 87TH STREET,THE | 2940 WEST 87TH STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-------------|----|-------|----------------|
| MINONK | IL | 61760 | (309) 432-2557 |
| PLAINFIELD | IL | 60544 | (815) 436-3400 |
| EAST MOLINE | IL | 61244 | (309) 755-3466 |
| CHICAGO | IL | 60645 | (773) 338-6800 |
| HINSDALE | IL | 60521 | (630) 325-9630 |
| WILLOWBROOK | IL | 60521 | (630) 323-6380 |
| WILLOWBROOK | IL | 60521 | (630) 323-6380 |
| CHICAGO | IL | 60652 | (773) 434-8787 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

06/29/2009

07/15/2009

07/06/2009

07/15/2009

07/02/2009

07/15/2009

07/13/2009

07/14/2009

06/23/2009

07/13/2009

07/02/2009

07/13/2009

07/02/2009

07/13/2009

07/02/2009

07/13/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

abuse, neglect or mistreatment of residents.

| | | |
|--|------------|---|
| Keep accurate and appropriate medical records. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Store, cook, and give out food in a safe and clean way. | Widespread | Minimal harm or potential for actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |
| Keep each resident free from physical restraints, unless needed for medical treatment. | Isolated | Minimal harm or potential for actual harm |
| Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature. | Pattern | Minimal harm or potential for actual harm |
| Store, cook, and give out food in a safe and clean way. | Pattern | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Pattern | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|--------------------------------|------------------------|
| 145983 | RENAISSANCE AT 87TH STREET,THE | 2940 WEST 87TH STREET |
| 145983 | RENAISSANCE AT 87TH STREET,THE | 2940 WEST 87TH STREET |
| 145983 | RENAISSANCE AT 87TH STREET,THE | 2940 WEST 87TH STREET |
| 146135 | PLEASANT HILL HEALTHCARE | 1010 WEST NORTH STREET |
| 146135 | PLEASANT HILL HEALTHCARE | 1010 WEST NORTH STREET |
| 146135 | PLEASANT HILL HEALTHCARE | 1010 WEST NORTH STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

CHICAGO IL 60652 (773) 434-8787

CHICAGO IL 60652 (773) 434-8787

CHICAGO IL 60652 (773) 434-8787

GIRARD IL 62640 (217) 627-2181

GIRARD IL 62640 (217) 627-2181

GIRARD IL 62640 (217) 627-2181

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

07/02/2009

07/13/2009

07/02/2009

07/13/2009

07/02/2009

07/13/2009

06/23/2009

07/13/2009

06/23/2009

07/13/2009

06/23/2009

07/13/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--|----------|---|
| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Keep each resident free from | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

STREET

| | | |
|--------|----------------------------------|-----------------------------------|
| 145486 | SPRING VALLEY NURSING | 1300 NORTH GREENWOOD STREET |
| 145735 | BURNHAM HEALTHCARE | 14500 SOUTH MANISTEE |
| 145735 | BURNHAM HEALTHCARE | 14500 SOUTH MANISTEE |
| 145338 | MANORCARE OF WESTMONT | 512 EAST OGDEN AVENUE |
| 145628 | EVERGREEN NURSING & REHAB CENTER | 1115 NORTH WENTHE |
| 145734 | EVERGREEN HEALTH CARE CENTER | 10124 SOUTH KEDZIE |
| 145734 | EVERGREEN HEALTH CARE CENTER | 10124 SOUTH KEDZIE |
| 145734 | EVERGREEN HEALTH CARE CENTER | 10124 SOUTH KEDZIE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---------------|----|-------|----------------|
| SPRING VALLEY | IL | 61362 | (815) 664-4708 |
|---------------|----|-------|----------------|

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| BURNHAM | IL | 60633 | (708) 862-1260 |
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| BURNHAM | IL | 60633 | (708) 862-1260 |
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| WESTMONT | IL | 60559 | (630) 323-4400 |
|----------|----|-------|----------------|

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| EFFINGHAM | IL | 62401 | (217) 347-7121 |
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| EVERGREEN PARK | IL | 60805 | (708) 907-7000 |
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| EVERGREEN PARK | IL | 60805 | (708) 907-7000 |
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| EVERGREEN PARK | IL | 60805 | (708) 907-7000 |
|-------------------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

06/22/2009

07/11/2009

06/24/2009

07/11/2009

06/24/2009

07/11/2009

06/05/2009

07/10/2009

06/11/2009

07/10/2009

06/18/2009

07/10/2009

06/18/2009

07/10/2009

06/18/2009

07/10/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|------------|---|
| physical restraints, unless needed for medical treatment. | | harm |
| Provide needed housekeeping and maintenance. | Widespread | Potential for minimal harm |
| Give or get special rehabilitation if in the patient's plan of care. | Isolated | Immediate jeopardy to resident health or safety |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Immediate jeopardy to resident health or safety |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Protect residents from mistreatment, neglect, and/or theft of personal property. | Isolated | Immediate jeopardy to resident health or safety |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Immediate jeopardy to resident health or safety |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|----------------------------------|-----------------------------|
| 145904 | SMITH VILLAGE | 2320 WEST 113TH PLACE |
| 146041 | EAST MOLINE NURSING & REHAB | 430 SOUTH 30TH AVENUE |
| 14E506 | RAINBOW BEACH CARE CENTER | 7325 SOUTH EXCHANGE |
| 145834 | COLUMBUS PARK N & REHAB CENTER | 901 SOUTH AUSTIN |
| 145886 | ALEDO REHAB & HEALTH CARE CENTER | 304 S.W. 12TH STREET |
| 145939 | WATERFRONT TERRACE | 7750 SOUTH SHORE DRIVE |
| 145946 | RENAISSANCE AT HILLSIDE | 4600 NORTH FRONTAGE ROAD |
| 145977 | RENAISSANCE AT SOUTH SHORE,THE | 2425 EAST 71ST |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---------|----|-------|----------------|
| CHICAGO | IL | 60643 | (773) 474-7300 |
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|-------------|----|-------|----------------|
| EAST MOLINE | IL | 61244 | (309) 755-3466 |
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| CHICAGO | IL | 60649 | (773) 731-7300 |
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| CHICAGO | IL | 60644 | (773) 287-5959 |
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| ALEDO | IL | 61231 | (309) 582-5376 |
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| CHICAGO | IL | 60649 | (773) 731-4200 |
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|----------|----|-------|----------------|
| HILLSIDE | IL | 60162 | (708) 544-9933 |
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| CHICAGO | IL | 60649 | (773) 721-5000 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

06/03/2009 07/10/2009

06/29/2009 07/10/2009

06/18/2009 07/10/2009

06/29/2009 07/09/2009

06/23/2009 07/09/2009

07/02/2009 07/08/2009

06/22/2009 07/08/2009

07/07/2009 07/08/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| Try to resolve each resident's complaints quickly. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Make sure that each resident's nutritional needs were met. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Pattern | Potential for minimal harm |
| Give each resident care and | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

STREET

1.40E+178

CRESTWOOD TERRACE

13301 SOUTH
CENTRAL AVENUE

145244

LAKE SHORE HLTHCARE &REHAB CTR

7200 NORTH
SHERIDAN ROAD

145244

LAKE SHORE HLTHCARE &REHAB CTR

7200 NORTH
SHERIDAN ROAD

145409

COVENANT HLTH CR CTR-BATAVIA

831 NORTH BATAVIA
AVENUE

145450

ALDEN LAKELAND REHAB & HCC

820 WEST LAWRENCE

145450

ALDEN LAKELAND REHAB & HCC

820 WEST LAWRENCE

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-----------|----|-------|----------------|
| CRESTWOOD | IL | 60445 | (708) 597-5251 |
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| CHICAGO | IL | 60626 | (773) 973-7200 |
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| CHICAGO | IL | 60626 | (773) 973-7200 |
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| BATAVIA | IL | 60510 | (630) 879-4300 |
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| CHICAGO | IL | 60640 | (773) 769-2570 |
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| CHICAGO | IL | 60640 | (773) 769-2570 |
|---------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

07/07/2009

07/08/2009

06/29/2009

07/07/2009

06/29/2009

07/07/2009

07/01/2009

07/07/2009

06/16/2009

07/07/2009

06/16/2009

07/07/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| services to get or keep the highest quality of life possible. | | harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Protect residents from mistreatment, neglect, and/or theft of personal property. | Isolated | Actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Write and use policies that forbid | Pattern | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|------------------------------|-----------------------|
| 145450 | ALDEN LAKELAND REHAB & HCC | 820 WEST LAWRENCE |
| 145450 | ALDEN LAKELAND REHAB & HCC | 820 WEST LAWRENCE |
| 145664 | WESTSIDE REHAB & CARE CENTER | 601 NORTH COLUMBIA |
| 145664 | WESTSIDE REHAB & CARE CENTER | 601 NORTH COLUMBIA |
| 145664 | WESTSIDE REHAB & CARE CENTER | 601 NORTH COLUMBIA |
| 145664 | WESTSIDE REHAB & CARE CENTER | 601 NORTH COLUMBIA |
| 145664 | WESTSIDE REHAB & CARE CENTER | 601 NORTH |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|-------------------|----|-------|----------------|
| CHICAGO | IL | 60640 | (773) 769-2570 |
| CHICAGO | IL | 60640 | (773) 769-2570 |
| WEST FRANKFORT | IL | 62896 | (618) 932-2109 |
| WEST FRANKFORT | IL | 62896 | (618) 932-2109 |
| WEST FRANKFORT | IL | 62896 | (618) 932-2109 |
| WEST | IL | 62896 | (618) 932-2109 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

06/16/2009

07/07/2009

06/16/2009

07/07/2009

07/01/2009

07/07/2009

07/01/2009

07/07/2009

07/01/2009

07/07/2009

07/01/2009

07/07/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| mistreatment, neglect and abuse of residents and theft of residents' property. | | harm |
| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
| Try to resolve each resident's complaints quickly. | Pattern | Minimal harm or potential for actual harm |
| Protect each resident from all abuse, physical punishment, and being separated from others. | Isolated | Actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Immediate jeopardy to resident health or safety |
| Write and use policies that forbid | Widespread | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|------------------------------|----------------------------|
| | | COLUMBIA |
| 145664 | WESTSIDE REHAB & CARE CENTER | 601 NORTH COLUMBIA |
| 145664 | WESTSIDE REHAB & CARE CENTER | 601 NORTH COLUMBIA |
| 14E841 | DECATUR MANOR HEALTHCARE | 1016 WEST PERSHING ROAD |
| 14E841 | DECATUR MANOR HEALTHCARE | 1016 WEST PERSHING ROAD |
| 145476 | OREGON HEALTHCARE CENTER | 811 SOUTH 10TH STREET |
| 145476 | OREGON HEALTHCARE CENTER | 811 SOUTH 10TH STREET |
| 145476 | OREGON HEALTHCARE CENTER | 811 SOUTH 10TH |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

FRANKFORT

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|-------------------|----|-------|----------------|
| WEST FRANKFORT | IL | 62896 | (618) 932-2109 |
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| WEST FRANKFORT | IL | 62896 | (618) 932-2109 |
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| DECATUR | IL | 62526 | (217) 875-0833 |
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| DECATUR | IL | 62526 | (217) 875-0833 |
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| OREGON | IL | 61061 | (815) 732-7994 |
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| OREGON | IL | 61061 | (815) 732-7994 |
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| OREGON | IL | 61061 | (815) 732-7994 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

07/01/2009

07/07/2009

07/01/2009

07/07/2009

07/01/2009

07/07/2009

07/01/2009

07/07/2009

06/24/2009

07/06/2009

06/24/2009

07/06/2009

06/24/2009

07/06/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health Resident Rights Deficiencies

Health Quality Care Deficiencies

Health Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| mistreatment, neglect and abuse of residents and theft of residents' property. | | harm |
| Provide services to meet the needs and preferences of each resident. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that follow each resident's written care plan. | Isolated | Minimal harm or potential for actual harm |
| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. | Isolated | Minimal harm or potential for actual harm |
| Develop/implement required procedures for the administration of immunizations. | Pattern | Actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Tell each resident who can get | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

STREET

| | | |
|--------|--------------------------------------|------------------------|
| 146001 | INTERNATIONAL NURSING & REHAB CENTER | 4815 SOUTH WESTERN AVE |
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| 146001 | INTERNATIONAL NURSING & REHAB CENTER | 4815 SOUTH WESTERN AVE |
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| 146001 | INTERNATIONAL NURSING & REHAB CENTER | 4815 SOUTH WESTERN AVE |
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| 146135 | PLEASANT HILL HEALTHCARE | 1010 WEST NORTH STREET |
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| 145268 | GLENVIEW TERRACE NURSING CTR | 1511 GREENWOOD |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---------|----|-------|----------------|
| CHICAGO | IL | 60609 | (773) 927-4200 |
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| CHICAGO | IL | 60609 | (773) 927-4200 |
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| CHICAGO | IL | 60609 | (773) 927-4200 |
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| GIRARD | IL | 62640 | (217) 627-2181 |
|--------|----|-------|----------------|

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|----------|----|-------|----------------|
| GLENVIEW | IL | 60025 | (847) 729-9090 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

06/23/2009

07/06/2009

06/23/2009

07/06/2009

06/23/2009

07/06/2009

06/10/2009

07/06/2009

06/10/2009

07/04/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for; or 2) how to apply for Medicaid, along with the names and addresses of State groups that can help. | | harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature. | Pattern | Minimal harm or potential for actual harm |
| Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Pattern | Minimal harm or potential for actual harm |
| Write and use policies that forbid | Pattern | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

ROAD

145259

ALDEN PARK STRATHMOOR

5668 STRATHMOOR
DRIVE

145904

SMITH VILLAGE

2320 WEST 113TH
PLACE

145913

EXCEPTIONAL CARE, LLC

5701 WEST 79TH
STREET

146068

SUNNY ACRES NURSING HOME

19130 SUNNY ACRES
ROAD

145324

RESURRECTION NSG & REHAB CTR

1001 NORTH
GREENWOOD

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|----------|----|-------|----------------|
| ROCKFORD | IL | 61107 | (815) 229-5200 |
|----------|----|-------|----------------|

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|---------|----|-------|----------------|
| CHICAGO | IL | 60643 | (773) 474-7300 |
|---------|----|-------|----------------|

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|---------|----|-------|----------------|
| BURBANK | IL | 60459 | (708) 499-5400 |
|---------|----|-------|----------------|

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|------------|----|-------|----------------|
| PETERSBURG | IL | 62675 | (217) 632-2334 |
|------------|----|-------|----------------|

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|------------|----|-------|----------------|
| PARK RIDGE | IL | 60068 | (847) 692-5600 |
|------------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

06/17/2009

07/03/2009

06/03/2009

07/02/2009

06/18/2009

07/02/2009

07/02/2009

07/02/2009

06/19/2009

07/01/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

mistreatment, neglect and abuse of residents and theft of residents' property.

harm

Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them.

Isolated

Minimal harm or potential for actual harm

Give professional services that meet a professional standard of quality.

Isolated

Minimal harm or potential for actual harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Isolated

Minimal harm or potential for actual harm

1) Set up a group that is legally responsible for writing and setting up policies for leading and running the nursing home; or 2) hire a properly licensed administrator.

Widespread

Potential for minimal harm

Give professional services that meet a professional standard of

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|----------------------------------|-----------------------------|
| 145480 | MATTOON HEALTHCARE AND REHAB CTR | AVENUE 2121 SOUTH NINTH |
| 145887 | WAUCONDA HEALTHCARE AND REHAB | 176 THOMAS COURT |
| 146005 | ASTA CARE CENTER - FORD COUNTY | 1240 NORTH MARKET STREET |
| 146031 | GREEK AMERICAN REHAB CARE CTR | 220 N FIRST STREET |
| 145379 | ALDEN VALLEY RIDGE REHAB & HCC | 275 EAST ARMY TRAIL ROAD |
| 145429 | ALDEN WENTWORTH REHAB & HCC | 201 WEST 69TH STREET |
| 145429 | ALDEN WENTWORTH REHAB & HCC | 201 WEST 69TH STREET |
| 145429 | ALDEN WENTWORTH REHAB & HCC | 201 WEST 69TH STREET |
| 145429 | ALDEN WENTWORTH REHAB & HCC | 201 WEST 69TH STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------------|----|-------|----------------|
| MATTOON | IL | 61938 | (217) 235-7138 |
| WAUCONDA | IL | 60084 | (847) 526-5551 |
| PAXTON | IL | 60957 | (217) 379-4896 |
| WHEELING | IL | 60090 | (847) 459-8700 |
| BLOOMINGDALE | IL | 60108 | (630) 893-9616 |
| CHICAGO | IL | 60621 | (773) 487-1200 |
| CHICAGO | IL | 60621 | (773) 487-1200 |
| CHICAGO | IL | 60621 | (773) 487-1200 |
| CHICAGO | IL | 60621 | (773) 487-1200 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

06/30/2009

07/01/2009

06/01/2009

07/01/2009

05/08/2009

07/01/2009

06/17/2009

07/01/2009

04/09/2009

06/30/2009

05/20/2009

06/30/2009

05/20/2009

06/30/2009

05/20/2009

06/30/2009

05/20/2009

06/30/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

quality.

| | | |
|--|----------|---|
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Keep all essential equipment working safely. | Pattern | Minimal harm or potential for actual harm |
| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
| Have enough nurses to care for every resident in a way that maximizes the resident's well being. | Isolated | Immediate jeopardy to resident health or safety |
| Be administered in a way that leads to the highest possible level of well being for each resident. | Isolated | Immediate jeopardy to resident health or safety |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Immediate jeopardy to resident health or safety |
| Provide social services for related medical problems to help each | Isolated | Immediate jeopardy to resident health or safety |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

STREET

| | | |
|--------|----------------------------------|---------------------------|
| 145429 | ALDEN WENTWORTH REHAB & HCC | 201 WEST 69TH STREET |
| 145632 | ST AGNES HC AND REHAB CENTER | 1725 SOUTH WABASH |
| 145718 | CRESTWOOD CARE CENTRE | 14255 SOUTH CICERO AVENUE |
| 145718 | CRESTWOOD CARE CENTRE | 14255 SOUTH CICERO AVENUE |
| 145891 | ROSEWOOD CARE CENTER OF ROCKFORD | 1660 SOUTH MULFORD |
| 145891 | ROSEWOOD CARE CENTER OF ROCKFORD | 1660 SOUTH MULFORD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| CHICAGO | IL | 60621 | (773) 487-1200 |
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| CHICAGO | IL | 60616 | (312) 922-2777 |
|---------|----|-------|----------------|

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| CRESTWOOD | IL | 60445 | (708) 371-0400 |
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| CRESTWOOD | IL | 60445 | (708) 371-0400 |
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| ROCKFORD | IL | 61108 | (815) 397-8700 |
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| ROCKFORD | IL | 61108 | (815) 397-8700 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

05/20/2009

06/30/2009

06/12/2009

06/30/2009

06/03/2009

06/30/2009

06/03/2009

06/30/2009

06/10/2009

06/30/2009

06/10/2009

06/30/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| medical problems to help each resident achieve the highest possible quality of life. | | safety |
| Protect each resident from all abuse, physical punishment, and being separated from others. | Isolated | Actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Provide written records when a resident is transferred or | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|----------------------------------|---------------------------|
| 145891 | ROSEWOOD CARE CENTER OF ROCKFORD | 1660 SOUTH MULFORD |
| 145891 | ROSEWOOD CARE CENTER OF ROCKFORD | 1660 SOUTH MULFORD |
| 145253 | HELIA HEALTHCARE OF ZION | 1805 27TH STREET |
| 145549 | BELHAVEN NURSING & REHAB CENTER | 11401 SOUTH OAKLEY AVENUE |
| 145549 | BELHAVEN NURSING & REHAB CENTER | 11401 SOUTH OAKLEY AVENUE |
| 145549 | BELHAVEN NURSING & REHAB CENTER | 11401 SOUTH OAKLEY AVENUE |
| 145549 | BELHAVEN NURSING & REHAB CENTER | 11401 SOUTH OAKLEY AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| ROCKFORD | IL | 61108 | (815) 397-8700 |
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| ROCKFORD | IL | 61108 | (815) 397-8700 |
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| ZION | IL | 60099 | (847) 746-3736 |
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| CHICAGO | IL | 60643 | (773) 233-6311 |
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| CHICAGO | IL | 60643 | (773) 233-6311 |
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| CHICAGO | IL | 60643 | (773) 233-6311 |
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|---------|----|-------|----------------|
| CHICAGO | IL | 60643 | (773) 233-6311 |
|---------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

06/10/2009

06/30/2009

06/10/2009

06/30/2009

03/05/2009

06/29/2009

06/15/2009

06/29/2009

06/15/2009

06/29/2009

06/15/2009

06/29/2009

06/15/2009

06/29/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| discharged. | | |
| Provide enough notice before discharging or transferring a resident. | Isolated | Minimal harm or potential for actual harm |
| Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed when the resident temporarily leaves the facility. | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Have a program to keep infection from spreading. | Pattern | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|----------------------------------|-------------------------------|
| 145632 | ST AGNES HC AND REHAB CENTER | 1725 SOUTH WABASH |
| 145713 | MOMENCE MEADOWS NURSING & REHAB | 500 SOUTH WALNUT |
| 145829 | BOULEVARD CARE NURSING & REHAB | 3405 SOUTH MICHIGAN AVENUE |
| 145894 | FOX RIVER PAVILION | 400 EAST NEW YORK STREET |
| 146075 | GRANITE NURSING & REHABILITATION | 3500 CENTURY DRIVE |
| 146075 | GRANITE NURSING & REHABILITATION | 3500 CENTURY DRIVE |
| 145248 | MORTON VILLA CARE CENTER | 190 EAST |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------------|----|-------|----------------|
| CHICAGO | IL | 60616 | (312) 922-2777 |
| MOMENCE | IL | 60954 | (815) 472-2423 |
| CHICAGO | IL | 60616 | (312) 791-0035 |
| AURORA | IL | 60505 | (630) 897-8714 |
| GRANITE CITY | IL | 62040 | (618) 877-2700 |
| GRANITE CITY | IL | 62040 | (618) 877-2700 |
| MORTON | IL | 61550 | (309) 266-9741 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

06/12/2009

06/29/2009

06/18/2009

06/29/2009

04/07/2009

06/26/2009

06/11/2009

06/26/2009

05/05/2009

06/26/2009

06/11/2009

06/26/2009

06/11/2009

06/25/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Quality Care Deficiencies |
|--------|---------------------------|

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|--------|----------------------------------|
| Health | Resident Assessment Deficiencies |
|--------|----------------------------------|

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| Health | Environmental Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Quality Care Deficiencies |
|--------|---------------------------|

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| Health | Resident Assessment Deficiencies |
|--------|----------------------------------|

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| Health | Resident Rights Deficiencies |
|--------|------------------------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible. | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Provide services to meet the | Pattern | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--------------------------|----------------------------|
| | | QUEENWOOD ROAD |
| 145248 | MORTON VILLA CARE CENTER | 190 EAST QUEENWOOD ROAD |
| 145248 | MORTON VILLA CARE CENTER | 190 EAST QUEENWOOD ROAD |
| 145248 | MORTON VILLA CARE CENTER | 190 EAST QUEENWOOD ROAD |
| 145248 | MORTON VILLA CARE CENTER | 190 EAST QUEENWOOD ROAD |
| 145382 | LEE MANOR | 1301 LEE STREET |
| 145735 | BURNHAM HEALTHCARE | 14500 SOUTH MANISTEE |
| 145735 | BURNHAM HEALTHCARE | 14500 SOUTH MANISTEE |
| 145735 | BURNHAM HEALTHCARE | 14500 SOUTH MANISTEE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-------------|----|-------|----------------|
| MORTON | IL | 61550 | (309) 266-9741 |
| MORTON | IL | 61550 | (309) 266-9741 |
| MORTON | IL | 61550 | (309) 266-9741 |
| MORTON | IL | 61550 | (309) 266-9741 |
| DES PLAINES | IL | 60018 | (847) 635-4000 |
| BURNHAM | IL | 60633 | (708) 862-1260 |
| BURNHAM | IL | 60633 | (708) 862-1260 |
| BURNHAM | IL | 60633 | (708) 862-1260 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

06/11/2009

06/25/2009

06/11/2009

06/25/2009

06/11/2009

06/25/2009

06/11/2009

06/25/2009

06/09/2009

06/25/2009

06/24/2009

06/25/2009

06/24/2009

06/25/2009

06/24/2009

06/25/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Assessment Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| needs and preferences of each resident. | | harm |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Properly mark drugs and other similar products. | Pattern | Minimal harm or potential for actual harm |
| Keep accurate and appropriate medical records. | Isolated | Minimal harm or potential for actual harm |
| Provide services to meet the needs and preferences of each resident. | Isolated | Minimal harm or potential for actual harm |
| Protect residents from mistreatment, neglect, and/or theft of personal property. | Isolated | Immediate jeopardy to resident health or safety |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Pattern | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|--------------------------------------|----------------------------|
| 145735 | BURNHAM HEALTHCARE | 14500 SOUTH MANISTEE |
| 145735 | BURNHAM HEALTHCARE | 14500 SOUTH MANISTEE |
| 145372 | DEERBROOK CARE CENTRE | 306 NORTH LARKIN AVENUE |
| 145927 | WINDMILL NURSING PAVILION | 16000 SOUTH WABASH |
| 145970 | WINDSOR PARK NURSING & LIVING CENTER | 2649 EAST 75TH ST |
| 145563 | PROVENA ST ANNE CENTER | 4405 HIGHCREST ROAD |
| 146023 | ARTHUR HOME, THE | 423 EBERHARDT DRIVE |
| 145897 | LEBANON CARE CENTER | 1201 NORTH ALTON |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---------------|----|-------|----------------|
| BURNHAM | IL | 60633 | (708) 862-1260 |
| BURNHAM | IL | 60633 | (708) 862-1260 |
| JOLIET | IL | 60435 | (815) 744-5560 |
| SOUTH HOLLAND | IL | 60473 | (708) 339-0600 |
| CHICAGO | IL | 60649 | (773) 356-9300 |
| ROCKFORD | IL | 61107 | (815) 229-1999 |
| ARTHUR | IL | 61911 | (217) 543-2103 |
| LEBANON | IL | 62254 | (618) 537-4401 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

06/24/2009

06/25/2009

06/24/2009

06/25/2009

06/09/2009

06/24/2009

06/17/2009

06/24/2009

04/15/2009

06/24/2009

06/22/2009

06/23/2009

06/22/2009

06/23/2009

06/03/2009

06/22/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Administration Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| of residents and theft of residents' property. | | |
| Be administered in a way that leads to the highest possible level of well being for each resident. | Isolated | Actual harm |
| Keep accurate and appropriate medical records. | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Make sure that each resident's nutritional needs were met. | Isolated | Minimal harm or potential for actual harm |
| Make sure that nurse aides show they have the skills to be able to care for residents. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|-------------------------------------|------------------------------|
| 145384 | EDEN VILLAGE CARE CENTER | 400 SOUTH STATION ROAD |
| 145685 | MOUNT VERNON COUNTRYSIDE MANOR | 606 EAST IL HWY 15 |
| 145913 | EXCEPTIONAL CARE, LLC | 5701 WEST 79TH STREET |
| 145913 | EXCEPTIONAL CARE, LLC | 5701 WEST 79TH STREET |
| 145931 | LIEBERMAN CENTER FOR HEALTH & REHAB | 9700 GROSS POINT ROAD |
| 145634 | ASTORIA PLACE LIVING & REHAB | 6300 NORTH CALIFORNIA AVENUE |
| 145648 | CENTRAL NURSING & REHAB CENTER | 2450 NORTH CENTRAL AVENUE |
| 145764 | RENAISSANCE PARK SOUTH | 10935 SOUTH HALSTED STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

GLEN CARBON IL 62034 (618) 288-5014

MOUNT VERNON IL 62864 (618) 242-1800

BURBANK IL 60459 (708) 499-5400

BURBANK IL 60459 (708) 499-5400

SKOKIE IL 60076 (847) 929-3213

CHICAGO IL 60659 (773) 973-1900

CHICAGO IL 60639 (773) 889-1333

CHICAGO IL 60628 (773) 928-2000

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

06/01/2009

06/20/2009

05/06/2009

06/20/2009

06/18/2009

06/20/2009

06/18/2009

06/20/2009

06/19/2009

06/20/2009

06/05/2009

06/19/2009

05/26/2009

06/19/2009

06/18/2009

06/19/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Provide social services for related medical problems to help each resident achieve the highest possible quality of life. | Isolated | Minimal harm or potential for actual harm |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Widespread | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Immediate jeopardy to resident health or safety |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Provide social services for related medical problems to help each | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145856 | ALL FAITH PAVILION | 3500 SOUTH GILES AVENUE |
| 145856 | ALL FAITH PAVILION | 3500 SOUTH GILES AVENUE |
| 145924 | HELIA HEALTHCARE OF CHAMPAIGN | 1915 SOUTH MATTIS STREET |
| 145924 | HELIA HEALTHCARE OF CHAMPAIGN | 1915 SOUTH MATTIS STREET |
| 145924 | HELIA HEALTHCARE OF CHAMPAIGN | 1915 SOUTH MATTIS STREET |
| 145958 | BETHANY HEALTH CARE & REHAB CT | 3298 RESOURCE PARKWAY |
| 146020 | ROSEVILLE REHAB & HEALTH CARE | 145 S CHAMBERLAIN ST, BOX 770 |
| 145719 | MAPLE RIDGE CARE CENTRE | 2202 NORTH KICKAPOO STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| CHICAGO | IL | 60653 | (312) 326-2000 |
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| CHICAGO | IL | 60653 | (312) 326-2000 |
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| CHAMPAIGN | IL | 61821 | (217) 352-0516 |
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| CHAMPAIGN | IL | 61821 | (217) 352-0516 |
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| CHAMPAIGN | IL | 61821 | (217) 352-0516 |
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| DEKALB | IL | 60115 | (815) 756-5526 |
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| ROSEVILLE | IL | 61473 | (309) 426-2134 |
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| LINCOLN | IL | 62656 | (217) 735-1538 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/20/2009

06/19/2009

05/28/2009

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06/19/2009

05/15/2009

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06/10/2009

06/19/2009

06/18/2009

06/19/2009

06/02/2009

06/18/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Health

Pharmacy Service Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

resident achieve the highest possible quality of life.

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.

Isolated

Actual harm

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.

Isolated

Minimal harm or potential for actual harm

Assess the resident when the resident enters the nursing home, in a timely manner.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Immediate jeopardy to resident health or safety

Make sure that residents are safe from serious medication errors.

Pattern

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.

Isolated

Immediate jeopardy to resident health or safety

Provide services to meet the needs and preferences of each

Pattern

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| | | KICKAPOO STREET |
| 145719 | MAPLE RIDGE CARE CENTRE | 2202 NORTH KICKAPOO STREET |
| 145719 | MAPLE RIDGE CARE CENTRE | 2202 NORTH KICKAPOO STREET |
| 145818 | ASTA CARE CENTER OF ROCKFORD | 707 WEST RIVERSIDE BOULEVARD |
| 145818 | ASTA CARE CENTER OF ROCKFORD | 707 WEST RIVERSIDE BOULEVARD |
| 145818 | ASTA CARE CENTER OF ROCKFORD | 707 WEST RIVERSIDE BOULEVARD |
| 145818 | ASTA CARE CENTER OF ROCKFORD | 707 WEST RIVERSIDE BOULEVARD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| LINCOLN | IL | 62656 | (217) 735-1538 |
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| LINCOLN | IL | 62656 | (217) 735-1538 |
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| ROCKFORD | IL | 61103 | (815) 877-5752 |
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| ROCKFORD | IL | 61103 | (815) 877-5752 |
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| ROCKFORD | IL | 61103 | (815) 877-5752 |
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| ROCKFORD | IL | 61103 | (815) 877-5752 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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06/18/2009

06/02/2009

06/18/2009

05/08/2009

06/18/2009

05/08/2009

06/18/2009

05/08/2009

06/18/2009

05/08/2009

06/18/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| needs and preferences of each resident. | | harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Immediate jeopardy to resident health or safety |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Have enough nurses to care for every resident in a way that maximizes the resident's well being. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 146069 | EAST BANK CENTER, LLC | 6131 PARK RIDGE ROAD |
| 146102 | MANOR COURT OF FREEPORT | 2170 WEST NAVAJO DRIVE |
| 146102 | MANOR COURT OF FREEPORT | 2170 WEST NAVAJO DRIVE |
| 145334 | BALLARD NURSING CENTER | 9300 BALLARD ROAD |
| 145334 | BALLARD NURSING CENTER | 9300 BALLARD ROAD |
| 145334 | BALLARD NURSING CENTER | 9300 BALLARD ROAD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

LOVES PARK IL 61111 (815) 633-6810

FREEPORT IL 61032 (815) 233-2400

FREEPORT IL 61032 (815) 233-2400

DES PLAINES IL 60016 (847) 294-2300

DES PLAINES IL 60016 (847) 294-2300

DES PLAINES IL 60016 (847) 294-2300

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/15/2009

06/18/2009

06/04/2009

06/18/2009

06/04/2009

06/18/2009

06/16/2009

06/17/2009

06/16/2009

06/17/2009

06/16/2009

06/17/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. | Isolated | Immediate jeopardy to resident health or safety |
| Protect residents from mistreatment, neglect, and/or theft of personal property. | Isolated | Actual harm |
| 1) Hire only people who have no legal history of abusing, | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145728 | MANOR COURT OF MARYVILLE | OFF STATE ROUTE 162 |
| 145829 | BOULEVARD CARE NURSING & REHAB | 3405 SOUTH MICHIGAN AVENUE |
| 145937 | FAIRVIEW NURSING PLAZA | 321 ARNOLD AVENUE |
| 145646 | ROSEWOOD CARE CENTER OF EAST PEORIA | 900 CENTENNIAL DRIVE |
| 145818 | ASTA CARE CENTER OF ROCKFORD | 707 WEST RIVERSIDE BOULEVARD |
| 145937 | FAIRVIEW NURSING PLAZA | 321 ARNOLD AVENUE |
| 145937 | FAIRVIEW NURSING PLAZA | 321 ARNOLD AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| MARYVILLE | IL | 62062 | (618) 288-5999 |
| CHICAGO | IL | 60616 | (312) 791-0035 |
| ROCKFORD | IL | 61108 | (815) 397-5531 |
| EAST PEORIA | IL | 61611 | (309) 699-5400 |
| ROCKFORD | IL | 61103 | (815) 877-5752 |
| ROCKFORD | IL | 61108 | (815) 397-5531 |
| ROCKFORD | IL | 61108 | (815) 397-5531 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

06/02/2009

06/17/2009

05/28/2009

06/17/2009

06/02/2009

06/17/2009

06/08/2009

06/16/2009

05/08/2009

06/16/2009

06/02/2009

06/16/2009

06/02/2009

06/16/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

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| Help the resident go to and from lab tests. | Isolated | Minimal harm or potential for actual harm |
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| Have licensed, certified, or registered staff to give needed services. | Pattern | Minimal harm or potential for actual harm |
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| Make sure that each resident's nutritional needs were met. | Isolated | Minimal harm or potential for actual harm |
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| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
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| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
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| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
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| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a | Isolated | Minimal harm or potential for actual harm |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|-----------------------------------|------------------------|
| 146083 | MANOR COURT OF PRINCETON | 140 NORTH SIXTH STREET |
| 145405 | WESTMONT NURSING AND REHAB CENTER | 6501 SOUTH CASS |
| 145405 | WESTMONT NURSING AND REHAB CENTER | 6501 SOUTH CASS |
| 145405 | WESTMONT NURSING AND REHAB CENTER | 6501 SOUTH CASS |
| 145405 | WESTMONT NURSING AND REHAB CENTER | 6501 SOUTH CASS |
| 145405 | WESTMONT NURSING AND REHAB CENTER | 6501 SOUTH CASS |
| 145614 | CHATEAU NRSG & REHAB CENTER | 7050 MADISON STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| PRINCETON | IL | 61356 | (815) 875-6600 |
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| WESTMONT | IL | 60559 | (630) 960-2026 |
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| WESTMONT | IL | 60559 | (630) 960-2026 |
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| WESTMONT | IL | 60559 | (630) 960-2026 |
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| WESTMONT | IL | 60559 | (630) 960-2026 |
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| WILLOWBROOK | IL | 60521 | (630) 323-6380 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

05/11/2009

06/16/2009

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06/15/2009

05/22/2009

06/15/2009

05/29/2009

06/15/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

need to alter treatment

significantly, or the resident must be transferred or discharged.

Give professional services that meet a professional standard of quality.

Isolated

Minimal harm or potential for actual harm

Give professional services that meet a professional standard of quality.

Pattern

Minimal harm or potential for actual harm

Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.

Pattern

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Try to resolve each resident's complaints quickly.

Isolated

Minimal harm or potential for actual harm

Protect each resident from all abuse, physical punishment, and being separated from others.

Isolated

Immediate jeopardy to resident health or safety

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145662 | GLEN BRIDGE N & REHAB CENTRE | 8333 WEST GOLF ROAD |
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| 145662 | GLEN BRIDGE N & REHAB CENTRE | 8333 WEST GOLF ROAD |
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| 145702 | FAIR OAKS REHAB & HEALTHCARE | 1515 BLACKHAWK BOULEVARD |
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| 145702 | FAIR OAKS REHAB & HEALTHCARE | 1515 BLACKHAWK BOULEVARD |
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| 145868 | ARLINGTON REHAB & LIVING CTR | 1666 CHECKER ROAD |
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| 145919 | ROCKFORD NURSING & REHAB CENTER | 1920 NORTH MAIN STREET |
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| 145919 | ROCKFORD NURSING & REHAB CENTER | 1920 NORTH MAIN STREET |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| NILES | IL | 60714 | (847) 966-9190 |
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| NILES | IL | 60714 | (847) 966-9190 |
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| SOUTH BELOIT | IL | 61080 | (815) 389-3911 |
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| SOUTH BELOIT | IL | 61080 | (815) 389-3911 |
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| LONG GROVE | IL | 60047 | (847) 419-1111 |
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| ROCKFORD | IL | 61103 | (815) 316-1400 |
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| ROCKFORD | IL | 61103 | (815) 316-1400 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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06/15/2009

05/12/2009

06/15/2009

05/28/2009

06/15/2009

05/28/2009

06/15/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| Give each resident care and services to get or keep the highest quality of life possible. | Pattern | Minimal harm or potential for actual harm |
| Have enough nurses to care for every resident in a way that maximizes the resident's well being. | Pattern | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Pattern | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145931 | LIEBERMAN CENTER FOR HEALTH & REHAB | 9700 GROSS POINT ROAD |
| 146041 | EAST MOLINE NURSING & REHAB | 430 SOUTH 30TH AVENUE |
| 146068 | SUNNY ACRES NURSING HOME | 19130 SUNNY ACRES ROAD |
| 146068 | SUNNY ACRES NURSING HOME | 19130 SUNNY ACRES ROAD |
| 146068 | SUNNY ACRES NURSING HOME | 19130 SUNNY ACRES ROAD |
| 146068 | SUNNY ACRES NURSING HOME | 19130 SUNNY ACRES ROAD |
| 146068 | SUNNY ACRES NURSING HOME | 19130 SUNNY ACRES ROAD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| SKOKIE | IL | 60076 | (847) 929-3213 |
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| EAST MOLINE | IL | 61244 | (309) 755-3466 |
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| PETERSBURG | IL | 62675 | (217) 632-2334 |
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| PETERSBURG | IL | 62675 | (217) 632-2334 |
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| PETERSBURG | IL | 62675 | (217) 632-2334 |
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| PETERSBURG | IL | 62675 | (217) 632-2334 |
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| PETERSBURG | IL | 62675 | (217) 632-2334 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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06/15/2009

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04/14/2009

06/15/2009

04/14/2009

06/15/2009

04/14/2009

06/15/2009

04/14/2009

06/15/2009

04/29/2009

06/15/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Immediate jeopardy to resident health or safety |
| Protect each resident from all abuse, physical punishment, and being separated from others. | Pattern | Immediate jeopardy to resident health or safety |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Pattern | Immediate jeopardy to resident health or safety |
| Give each resident care and services to get or keep the highest quality of life possible. | Pattern | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Pattern | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause | Isolated | Immediate jeopardy to resident health or safety |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 146068 | SUNNY ACRES NURSING HOME | 19130 SUNNY ACRES ROAD |
| 146076 | MANOR COURT OF CLINTON | 1 PARK LANE WEST |
| 1.40E+265 | LITCHFIELD CARE CENTER | 1024 EAST TYLER |
| 145220 | PINE CREST HEALTH CARE | 3300 WEST 175TH STREET |
| 145220 | PINE CREST HEALTH CARE | 3300 WEST 175TH STREET |
| 145220 | PINE CREST HEALTH CARE | 3300 WEST 175TH STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| PETERSBURG | IL | 62675 | (217) 632-2334 |
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| CLINTON | IL | 61727 | (217) 935-8500 |
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| LITCHFIELD | IL | 62056 | (217) 324-3842 |
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| HAZEL CREST | IL | 60429 | (708) 335-2400 |
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| HAZEL CREST | IL | 60429 | (708) 335-2400 |
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| HAZEL CREST | IL | 60429 | (708) 335-2400 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

05/06/2009

06/15/2009

05/20/2009

06/15/2009

05/21/2009

06/15/2009

05/13/2009

06/12/2009

05/13/2009

06/12/2009

05/13/2009

06/12/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| accidents. | | |
| Provide enough notice before discharging or transferring a resident. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Provide activities to meet the needs of each resident. | Pattern | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145234 | FREEPORT REHAB & HEALTH CARE CENTER | 900 SOUTH KIWANIS DRIVE |
| 145234 | FREEPORT REHAB & HEALTH CARE CENTER | 900 SOUTH KIWANIS DRIVE |
| 145234 | FREEPORT REHAB & HEALTH CARE CENTER | 900 SOUTH KIWANIS DRIVE |
| 145830 | WOOD GLEN NURSING & REHAB CTR | 201 WEST NORTH AVENUE |
| 145079 | MENARD CONVALESCENT CENTER | 120 ANTLE STREET |
| 145783 | SUNRISE MANOR OF VIRDEN | 333 SOUTH WRIGHTSMAN STREET |
| 145928 | NORTH CHURCH NURSING & REHAB | 1021 NORTH CHURCH STREET |
| 145453 | ALDEN TERRACE OF MCHENRY REHAB | 803 ROYAL DRIVE |
| 145515 | FREEBURG CARE CENTER | 746 URBANNA DRIVE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

FREEPORT IL 61032 (815) 235-6196

FREEPORT IL 61032 (815) 235-6196

FREEPORT IL 61032 (815) 235-6196

WEST CHICAGO IL 60185 (630) 876-8100

PETERSBURG IL 62675 (217) 632-2249

VIRDEN IL 62690 (217) 965-4821

JACKSONVILLE IL 62650 (217) 245-4174

MCHENRY IL 60050 (815) 344-2600

FREEBURG IL 62243 (618) 539-5856

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

05/29/2009

06/12/2009

05/29/2009

06/12/2009

05/29/2009

06/12/2009

05/29/2009

06/12/2009

05/21/2009

06/11/2009

06/09/2009

06/11/2009

05/19/2009

06/11/2009

06/08/2009

06/10/2009

05/19/2009

06/10/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Pharmacy Service Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|------------|---|
| Have enough nurses to care for every resident in a way that maximizes the resident's well being. | Widespread | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |
| Protect each resident from all abuse, physical punishment, and being separated from others. | Pattern | Minimal harm or potential for actual harm |
| Make sure that residents are safe from serious medication errors. | Isolated | Minimal harm or potential for actual harm |
| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
| Provide clean bed and bath linens that are in good condition. | Pattern | Minimal harm or potential for actual harm |
| Store, cook, and give out food in a safe and clean way. | Pattern | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|-----------------------------------|------------------------------|
| 145776 | BRIGHTVIEW CARE CENTER | 4538 NORTH BEACON |
| 145776 | BRIGHTVIEW CARE CENTER | 4538 NORTH BEACON |
| 145938 | PARKSHORE ESTATES NURSING & REHAB | 6125 SOUTH KENWOOD |
| 145938 | PARKSHORE ESTATES NURSING & REHAB | 6125 SOUTH KENWOOD |
| 146077 | MORRIS HC & REHAB CENTER | 1223 EDGEWATER |
| 145424 | GLENSHIRE NURSING & REHAB CTRE | 22660 SOUTH CICERO AVENUE |
| 145480 | MATTOON HEALTHCARE AND REHAB CTR | 2121 SOUTH NINTH |
| 145480 | MATTOON HEALTHCARE AND REHAB CTR | 2121 SOUTH NINTH |
| 145597 | PEKIN MANOR | 1520 EL CAMINO DRIVE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------------|----|-------|----------------|
| CHICAGO | IL | 60640 | (773) 275-7200 |
| CHICAGO | IL | 60640 | (773) 275-7200 |
| CHICAGO | IL | 60637 | (773) 752-6000 |
| CHICAGO | IL | 60637 | (773) 752-6000 |
| MORRIS | IL | 60450 | (815) 942-3255 |
| RIGHTON PARK | IL | 60471 | (708) 747-6120 |
| MATTOON | IL | 61938 | (217) 235-7138 |
| MATTOON | IL | 61938 | (217) 235-7138 |
| PEKIN | IL | 61554 | (309) 353-1099 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

05/13/2009

06/10/2009

05/13/2009

06/10/2009

05/21/2009

06/10/2009

05/21/2009

06/10/2009

05/28/2009

06/10/2009

05/21/2009

06/09/2009

05/28/2009

06/09/2009

05/28/2009

06/09/2009

05/26/2009

06/09/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Quality Care Deficiencies |
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| Health | Pharmacy Service Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Environmental Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| accidents. | | |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents are safe from serious medication errors. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Provide social services for related medical problems to help each resident achieve the highest possible quality of life. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Keep safe, clean and homelike surroundings. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

DRIVE

145597

PEKIN MANOR

1520 EL CAMINO
DRIVE

145879

TRI-STATE NURSING & REHAB CTR

2500 EAST 175TH
STREET

145879

TRI-STATE NURSING & REHAB CTR

2500 EAST 175TH
STREET

145879

TRI-STATE NURSING & REHAB CTR

2500 EAST 175TH
STREET

145914

SOUTHPOINT NURSING & REHAB CENTER

1010 WEST 95TH
STREET

145928

NORTH CHURCH NURSING & REHAB

1021 NORTH CHURCH
STREET

145880

HILLVIEW HEALTH CARE CENTER

512 NORTH 11TH
STREET

145891

ROSEWOOD CARE CENTER OF ROCKFORD

1660 SOUTH
MULFORD

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| PEKIN | IL | 61554 | (309) 353-1099 |
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| LANSING | IL | 60438 | (708) 474-7330 |
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| LANSING | IL | 60438 | (708) 474-7330 |
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| LANSING | IL | 60438 | (708) 474-7330 |
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| CHICAGO | IL | 60643 | (773) 298-1177 |
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| JACKSONVILLE | IL | 62650 | (217) 245-4174 |
|--------------|----|-------|----------------|

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| VIENNA | IL | 62995 | (618) 658-2951 |
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| ROCKFORD | IL | 61108 | (815) 397-8700 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

05/26/2009

06/09/2009

05/19/2009

06/09/2009

05/19/2009

06/09/2009

05/19/2009

06/09/2009

05/20/2009

06/09/2009

06/03/2009

06/09/2009

05/01/2009

06/08/2009

05/08/2009

06/08/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

area is free of dangers that cause accidents.

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| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
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| Try to resolve each resident's complaints quickly. | Isolated | Minimal harm or potential for actual harm |
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| Have enough nurses to care for every resident in a way that maximizes the resident's well being. | Widespread | Minimal harm or potential for actual harm |
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| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
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| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |
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| Provide needed housekeeping and maintenance. | Pattern | Potential for minimal harm |
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| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
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| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|----------------------------------|-----------------------------|
| 145891 | ROSEWOOD CARE CENTER OF ROCKFORD | 1660 SOUTH MULFORD |
| 145180 | RIVIERA CARE CENTER | 490 WEST 16TH PLACE |
| 145450 | ALDEN LAKELAND REHAB & HCC | 820 WEST LAWRENCE |
| 145450 | ALDEN LAKELAND REHAB & HCC | 820 WEST LAWRENCE |
| 145031 | HEARTLAND OF NORMAL | 510 BROADWAY |
| 145364 | CHAMPAIGN COUNTY NURSING HOME | 500 SOUTH ART BARTELL DRIVE |
| 145364 | CHAMPAIGN COUNTY NURSING HOME | 500 SOUTH ART BARTELL DRIVE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

05/08/2009

06/08/2009

05/28/2009

06/06/2009

05/07/2009

06/06/2009

05/07/2009

06/06/2009

05/20/2009

06/05/2009

05/29/2009

06/05/2009

05/29/2009

06/05/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Quality Care Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Environmental Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| quality. | | |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give or get special rehabilitation if in the patient's plan of care. | Isolated | Minimal harm or potential for actual harm |
| Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|--------------------------------|--------------------------|
| 145403 | ALDEN POPLAR CREEK REHAB & HCC | 1545 BARRINGTON ROAD |
| 145403 | ALDEN POPLAR CREEK REHAB & HCC | 1545 BARRINGTON ROAD |
| 145403 | ALDEN POPLAR CREEK REHAB & HCC | 1545 BARRINGTON ROAD |
| 145403 | ALDEN POPLAR CREEK REHAB & HCC | 1545 BARRINGTON ROAD |
| 145429 | ALDEN WENTWORTH REHAB & HCC | 201 WEST 69TH STREET |
| 145429 | ALDEN WENTWORTH REHAB & HCC | 201 WEST 69TH STREET |
| 145429 | ALDEN WENTWORTH REHAB & HCC | 201 WEST 69TH STREET |
| 145647 | ROSEWOOD CARE CENTER OF PEORIA | 1500 WEST NORTHMOOR ROAD |
| 145733 | JERSEYVILLE MANOR | 1251 NORTH STATE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------------------|----|-------|----------------|
| HOFFMAN ESTATES | IL | 60194 | (847) 884-0011 |
| HOFFMAN ESTATES | IL | 60194 | (847) 884-0011 |
| HOFFMAN ESTATES | IL | 60194 | (847) 884-0011 |
| HOFFMAN ESTATES | IL | 60194 | (847) 884-0011 |
| CHICAGO | IL | 60621 | (773) 487-1200 |
| CHICAGO | IL | 60621 | (773) 487-1200 |
| CHICAGO | IL | 60621 | (773) 487-1200 |
| PEORIA | IL | 61614 | (309) 691-2200 |
| JERSEYVILLE | IL | 62052 | (618) 498-6441 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

05/14/2009

06/05/2009

05/14/2009

06/05/2009

05/14/2009

06/05/2009

05/14/2009

06/05/2009

05/07/2009

06/05/2009

05/07/2009

06/05/2009

05/07/2009

06/05/2009

05/29/2009

06/05/2009

06/02/2009

06/05/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Environmental Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Resident Rights Deficiencies |
| Health | Quality Care Deficiencies |
| Fire Safety | Building Construction Deficiencies |
| Fire Safety | Exits and Egress Deficiencies |
| Fire Safety | Emergency Plans and Fire Drills Deficiencies |
| Health | Environmental Deficiencies |
| Health | Environmental Deficiencies |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that each resident's nutritional needs were met. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| approved construction type or materials. | Widespread | Minimal harm or potential for actual harm |
| exits that are accessible at all times. | Pattern | Minimal harm or potential for actual harm |
| did not have a written emergency evacuation plan. | Widespread | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145733 | JERSEYVILLE MANOR | 1251 NORTH STATE STREET |
| 145928 | NORTH CHURCH NURSING & REHAB | 1021 NORTH CHURCH STREET |
| 145928 | NORTH CHURCH NURSING & REHAB | 1021 NORTH CHURCH STREET |
| 145928 | NORTH CHURCH NURSING & REHAB | 1021 NORTH CHURCH STREET |
| 146090 | HAWTHORNE INN OF DANVILLE | 3222 INDEPENDENCE DRIVE |
| 1.40E+161 | SACRED HEART HOME | 1550 SOUTH ALBANY |
| 1.40E+161 | SACRED HEART HOME | 1550 SOUTH ALBANY |
| 145241 | HELIA SOUTHBELT HEALTHCARE | 101 SOUTH BELT WEST |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------------|----|-------|----------------|
| JERSEYVILLE | IL | 62052 | (618) 498-6441 |
| JACKSONVILLE | IL | 62650 | (217) 245-4174 |
| JACKSONVILLE | IL | 62650 | (217) 245-4174 |
| JACKSONVILLE | IL | 62650 | (217) 245-4174 |
| DANVILLE | IL | 61832 | (217) 431-1600 |
| CHICAGO | IL | 60623 | (773) 277-6868 |
| CHICAGO | IL | 60623 | (773) 277-6868 |
| BELLEVILLE | IL | 62220 | (618) 277-7700 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

06/03/2009

06/05/2009

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06/05/2009

06/03/2009

06/05/2009

06/04/2009

06/05/2009

05/07/2009

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05/07/2009

06/05/2009

05/05/2009

06/03/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Environmental Deficiencies |
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| Health | Mistreatment Deficiencies |
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| Health | Mistreatment Deficiencies |
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| Health | Mistreatment Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Resident Assessment Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Protect each resident from all abuse, physical punishment, and being separated from others. | Pattern | Immediate jeopardy to resident health or safety |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Pattern | Immediate jeopardy to resident health or safety |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Pattern | Immediate jeopardy to resident health or safety |
| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that each resident's nutritional needs were met. | Isolated | Minimal harm or potential for actual harm |
| 1) Develop a complete care plan within 7 days of each resident's | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|--|---------------------------|
| 145241 | HELIA SOUTHBELT HEALTHCARE | 101 SOUTH BELT WEST |
| 145241 | HELIA SOUTHBELT HEALTHCARE | 101 SOUTH BELT WEST |
| 145241 | HELIA SOUTHBELT HEALTHCARE | 101 SOUTH BELT WEST |
| 145429 | ALDEN WENTWORTH REHAB & HCC | 201 WEST 69TH STREET |
| 145438 | COLLINSVILLE REHABILITATION & HEALTH CARE CENTER | 614 NORTH SUMMIT |
| 145615 | COVENTRY LIVING CENTER | 612 WEST ST MARY'S STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|------------|----|-------|----------------|
| BELLEVILLE | IL | 62220 | (618) 277-7700 |
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| BELLEVILLE | IL | 62220 | (618) 277-7700 |
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| BELLEVILLE | IL | 62220 | (618) 277-7700 |
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| CHICAGO | IL | 60621 | (773) 487-1200 |
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|--------------|----|-------|----------------|
| COLLINSVILLE | IL | 62234 | (618) 344-8476 |
|--------------|----|-------|----------------|

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|----------|----|-------|----------------|
| STERLING | IL | 61081 | (815) 626-9020 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

05/05/2009

06/03/2009

05/05/2009

06/03/2009

05/05/2009

06/03/2009

05/07/2009

06/03/2009

05/14/2009

06/03/2009

05/13/2009

06/03/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Fire Safety

Building Construction Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.

| | | |
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| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Provide needed housekeeping and maintenance. | Pattern | Potential for minimal harm |
| Make a complete assessment that covers all questions for areas that are listed in official regulations. | Isolated | Minimal harm or potential for actual harm |
| a two-hour-resistant firewall in common walls. | Widespread | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of | Isolated | Immediate jeopardy to resident health or safety |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|----------|---|-------------------------------------|
| 145615 | COVENTRY LIVING CENTER | 612 WEST ST MARY'S STREET |
| 145664 | WESTSIDE REHAB & CARE CENTER | 601 NORTH COLUMBIA |
| 145686 | MORTON TERRACE CARE CENTER | 191 EAST QUEENWOOD ROAD |
| 145897 | LEBANON CARE CENTER | 1201 NORTH ALTON |
| 1.40E+96 | BATAVIA REHABILITATION & HEALTH CARE CENTER | 520 FABYAN PARKWAY |
| 145347 | GILMAN HEALTHCARE CENTER | 1390 SOUTH CRESCENT STREET, BOX 307 |
| 145347 | GILMAN HEALTHCARE CENTER | 1390 SOUTH CRESCENT STREET, BOX 307 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-------------------|----|-------|----------------|
| STERLING | IL | 61081 | (815) 626-9020 |
| WEST FRANKFORT | IL | 62896 | (618) 932-2109 |
| MORTON | IL | 61550 | (309) 266-5331 |
| LEBANON | IL | 62254 | (618) 537-4401 |
| BATAVIA | IL | 60510 | (630) 879-5266 |
| GILMAN | IL | 60938 | (815) 265-7208 |
| GILMAN | IL | 60938 | (815) 265-7208 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

05/13/2009

06/03/2009

05/14/2009

06/03/2009

04/02/2009

06/03/2009

06/03/2009

06/03/2009

05/11/2009

06/03/2009

05/14/2009

06/02/2009

05/14/2009

06/02/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|------------|---|
| residents. | | |
| Protect each resident from all abuse, physical punishment, and being separated from others. | Isolated | Actual harm |
| Try to resolve each resident's complaints quickly. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Pattern | Immediate jeopardy to resident health or safety |
| Keep each resident free from physical restraints, unless needed for medical treatment. | Isolated | Minimal harm or potential for actual harm |
| Provide enough notice before discharging or transferring a resident. | Widespread | Potential for minimal harm |
| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. | Pattern | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|---|-------------------------------|
| 145473 | COUNTRYSIDE CARE CENTRE | 2330 WEST GALENA BOULEVARD |
| 145549 | BELHAVEN NURSING & REHAB CENTER | 11401 SOUTH OAKLEY AVENUE |
| 145868 | ARLINGTON REHAB & LIVING CTR | 1666 CHECKER ROAD |
| 146076 | MANOR COURT OF CLINTON | 1 PARK LANE WEST |
| 145180 | RIVIERA CARE CENTER | 490 WEST 16TH PLACE |
| 145438 | COLLINSVILLE REHABILITATION & HEALTH CARE CENTER | 614 NORTH SUMMIT |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

AURORA IL 60506 (630) 896-4686

CHICAGO IL 60643 (773) 233-6311

LONG GROVE IL 60047 (847) 419-1111

CLINTON IL 61727 (217) 935-8500

CHICAGO
HEIGHTS IL 60411 (708) 481-4444

COLLINSVILLE IL 62234 (618) 344-8476

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/29/2009

06/02/2009

05/13/2009

06/02/2009

04/09/2009

06/02/2009

05/20/2009

06/02/2009

05/08/2009

06/01/2009

05/14/2009

06/01/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

investigate any acts or reports of abuse, neglect or mistreatment of residents.

Provide services to meet the needs and preferences of each resident.

Widespread

Potential for minimal harm

Make sure that residents receive treatment/services to continue to be able to care for themselves, unless a change is unavoidable.

Isolated

Minimal harm or potential for actual harm

Give each resident enough fluids to keep them healthy and prevent dehydration.

Isolated

Actual harm

Provide services to meet the needs and preferences of each resident.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-----------|------------------------------|-------------------------|
| 145639 | CHICAGO RIDGE NURSING CENTER | 10602 SOUTHWEST HIGHWAY |
| 145639 | CHICAGO RIDGE NURSING CENTER | 10602 SOUTHWEST HIGHWAY |
| 145715 | WHEATON CARE CENTER | 1325 MANCHESTER ROAD |
| 145850 | CEDAR POINTE REHAB & NURSING | 5825 WEST CERMAK ROAD |
| 145982 | MANORCARE OF NORTHBROOK | 3300 MILWAUKEE AVE. |
| 1.40E+161 | SACRED HEART HOME | 1550 SOUTH ALBANY |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---------------|----|-------|----------------|
| CHICAGO RIDGE | IL | 60415 | (708) 448-1540 |
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| CHICAGO RIDGE | IL | 60415 | (708) 448-1540 |
|---------------|----|-------|----------------|

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|---------|----|-------|----------------|
| WHEATON | IL | 60187 | (630) 668-2500 |
|---------|----|-------|----------------|

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|--------|----|-------|----------------|
| CICERO | IL | 60804 | (708) 656-9120 |
|--------|----|-------|----------------|

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|------------|----|-------|----------------|
| NORTHBROOK | IL | 60062 | (847) 795-9700 |
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| CHICAGO | IL | 60623 | (773) 277-6868 |
|---------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

05/14/2009

06/01/2009

05/14/2009

06/01/2009

04/30/2009

06/01/2009

05/05/2009

06/01/2009

05/22/2009

06/01/2009

04/24/2009

06/01/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| be transferred or discharged. | | |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents are well nourished. | Pattern | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Provide services to meet the needs and preferences of each resident. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--------------------------------|--------------------------------|
| 145434 | CLARIDGE HEALTHCARE CENTER | 700 JENKISSON |
| 145661 | JACKSON SQUARE N & REHAB CTR | 5130 WEST JACKSON BOULEVARD |
| 145967 | MCALLISTER NURSING & REHAB | 18300 S. LAVERGNE AVE |
| 145967 | MCALLISTER NURSING & REHAB | 18300 S. LAVERGNE AVE |
| 145524 | HEARTLAND OF RIVERVIEW | 500 CENTENNIAL DRIVE |
| 146058 | EVANSTON NURSING & REHAB CTR | 1300 OAK AVENUE |
| 145337 | BRONZEVILLE PARK NSG & LVG CTR | 3400 SOUTH INDIANA |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|------------|----|-------|----------------|
| LAKE BLUFF | IL | 60044 | (847) 295-3900 |
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|---------|----|-------|----------------|
| CHICAGO | IL | 60644 | (773) 921-8000 |
|---------|----|-------|----------------|

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|-------------|----|-------|----------------|
| TINLEY PARK | IL | 60477 | (708) 798-2272 |
|-------------|----|-------|----------------|

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| TINLEY PARK | IL | 60477 | (708) 798-2272 |
|-------------|----|-------|----------------|

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|-------------|----|-------|----------------|
| EAST PEORIA | IL | 61611 | (309) 694-9865 |
|-------------|----|-------|----------------|

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|----------|----|-------|----------------|
| EVANSTON | IL | 60201 | (847) 869-1300 |
|----------|----|-------|----------------|

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|---------|----|-------|----------------|
| CHICAGO | IL | 60616 | (312) 842-5000 |
|---------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/30/2009

05/30/2009

05/15/2009

05/30/2009

05/26/2009

05/30/2009

05/26/2009

05/30/2009

05/28/2009

05/29/2009

05/20/2009

05/29/2009

04/03/2009

05/28/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| Protect residents from mistreatment, neglect, and/or theft of personal property. | Isolated | Actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Give or get special rehabilitation if in the patient's plan of care. | Isolated | Minimal harm or potential for actual harm |
| Make sure that a working call system is available in each resident's room or bathroom and bathing area. | Isolated | Minimal harm or potential for actual harm |
| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|--------------------------------|------------------------|
| 145337 | BRONZEVILLE PARK NSG & LVG CTR | 3400 SOUTH INDIANA |
| 145724 | ADDOLORATA VILLA | 555 MCHENRY ROAD |
| 145724 | ADDOLORATA VILLA | 555 MCHENRY ROAD |
| 145830 | WOOD GLEN NURSING & REHAB CTR | 201 WEST NORTH AVENUE |
| 145880 | HILLVIEW HEALTH CARE CENTER | 512 NORTH 11TH STREET |
| 145978 | SHAWNEE ROSE CARE CENTER | 1000 WEST SLOAN STREET |
| 145597 | PEKIN MANOR | 1520 EL CAMINO DRIVE |
| 145867 | FAIRMONT CARE CENTRE | 5061 NORTH PULASKI |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------------|----|-------|----------------|
| CHICAGO | IL | 60616 | (312) 842-5000 |
| WHEELING | IL | 60090 | (847) 537-2900 |
| WHEELING | IL | 60090 | (847) 537-2900 |
| WEST CHICAGO | IL | 60185 | (630) 876-8100 |
| VIENNA | IL | 62995 | (618) 658-2951 |
| HARRISBURG | IL | 62946 | (618) 252-0351 |
| PEKIN | IL | 61554 | (309) 353-1099 |
| CHICAGO | IL | 60630 | (773) 604-8112 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/03/2009

05/28/2009

05/07/2009

05/28/2009

05/07/2009

05/28/2009

05/01/2009

05/28/2009

05/21/2009

05/28/2009

05/27/2009

05/28/2009

05/26/2009

05/27/2009

04/28/2009

05/27/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health Quality Care Deficiencies

Health Mistreatment Deficiencies

Health Quality Care Deficiencies

Health Environmental Deficiencies

Health Environmental Deficiencies

Health Quality Care Deficiencies

Health Resident Assessment Deficiencies

Health Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. | | |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Protect residents from mistreatment, neglect, and/or theft of personal property. | Isolated | Immediate jeopardy to resident health or safety |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Immediate jeopardy to resident health or safety |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary. | Isolated | Actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--------------------------------------|-------------------------------------|
| 145867 | FAIRMONT CARE CENTRE | 5061 NORTH PULASKI ROAD |
| 145867 | FAIRMONT CARE CENTRE | 5061 NORTH PULASKI ROAD |
| 146077 | MORRIS HC & REHAB CENTER | 1223 EDGEWATER |
| 145323 | CARRIER MILLS NURSING & REHAB CENTER | 6789 US RT 45, P O BOX 68 |
| 145347 | GILMAN HEALTHCARE CENTER | 1390 SOUTH CRESCENT STREET, BOX 307 |
| 145347 | GILMAN HEALTHCARE CENTER | 1390 SOUTH CRESCENT STREET, BOX 307 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---------------|----|-------|----------------|
| CHICAGO | IL | 60630 | (773) 604-8112 |
| CHICAGO | IL | 60630 | (773) 604-8112 |
| MORRIS | IL | 60450 | (815) 942-3255 |
| CARRIER MILLS | IL | 62917 | (618) 994-2323 |
| GILMAN | IL | 60938 | (815) 265-7208 |
| GILMAN | IL | 60938 | (815) 265-7208 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/28/2009

05/27/2009

04/29/2009

05/27/2009

05/07/2009

05/26/2009

04/15/2009

05/26/2009

04/15/2009

05/26/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Try to resolve each resident's complaints quickly. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible. | Isolated | Minimal harm or potential for actual harm |
| Give each resident enough fluids to keep them healthy and prevent dehydration. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|-----------|----------------------------------|---|
| 145347 | GILMAN HEALTHCARE CENTER | 1390 SOUTH CRESCENT STREET, BOX 307 |
| 145387 | ST ANTHONY'S NRSG & REHAB CENTER | 767 30TH STREET |
| 1.40E+206 | ALBANY CARE | 901 MAPLE AVENUE |
| 145718 | CRESTWOOD CARE CENTRE | 14255 SOUTH CICERO AVENUE |
| 145735 | BURNHAM HEALTHCARE | 14500 SOUTH MANISTEE |
| 145928 | NORTH CHURCH NURSING & REHAB | 1021 NORTH CHURCH STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------------|----|-------|----------------|
| GILMAN | IL | 60938 | (815) 265-7208 |
| ROCK ISLAND | IL | 61201 | (309) 788-7631 |
| EVANSTON | IL | 60202 | (847) 475-4000 |
| CRESTWOOD | IL | 60445 | (708) 371-0400 |
| BURNHAM | IL | 60633 | (708) 862-1260 |
| JACKSONVILLE | IL | 62650 | (217) 245-4174 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/15/2009

05/26/2009

04/24/2009

05/25/2009

05/04/2009

05/23/2009

04/29/2009

05/22/2009

05/07/2009

05/22/2009

05/19/2009

05/22/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Pharmacy Service Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| 1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Let the resident or the resident's representative look at all records. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is safe, easy to use, clean and comfortable. | Pattern | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|-------------------------------|---------------------------------|
| 145974 | NORWOOD CROSSING | 6016 NORTH NINA AVENUE |
| 146045 | HELIA HEALTHCARE OF ENERGY | 210 EAST COLLEGE, PO BOX 519 |
| 146045 | HELIA HEALTHCARE OF ENERGY | 210 EAST COLLEGE, PO BOX 519 |
| 146115 | NEW ATHENS HOME FOR THE AGED | 203 SOUTH JOHNSON STREET |
| 145601 | AVISTON COUNTRYSIDE MANOR | 450 WEST 1ST STREET |
| 145601 | AVISTON COUNTRYSIDE MANOR | 450 WEST 1ST STREET |
| 145618 | SALEM VILLAGE NURSING & REHAB | 1314 ROWELL AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|------------|----|-------|----------------|
| CHICAGO | IL | 60631 | (773) 631-4856 |
| ENERGY | IL | 62933 | (618) 942-7014 |
| ENERGY | IL | 62933 | (618) 942-7014 |
| NEW ATHENS | IL | 62264 | (618) 475-2550 |
| AVISTON | IL | 62216 | (618) 228-7615 |
| AVISTON | IL | 62216 | (618) 228-7615 |
| JOLIET | IL | 60433 | (815) 727-5451 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/22/2009

05/22/2009

04/27/2009

05/22/2009

04/27/2009

05/22/2009

04/30/2009

05/22/2009

05/13/2009

05/21/2009

05/13/2009

05/21/2009

05/01/2009

05/21/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | |
|--------|---------------------------|
| Health | Quality Care Deficiencies |
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|--------|----------------------------|
| Health | Environmental Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Mistreatment Deficiencies |
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| Health | Mistreatment Deficiencies |
|--------|---------------------------|

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|--------|---------------------------|
| Health | Mistreatment Deficiencies |
|--------|---------------------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is safe, easy to use, clean and comfortable. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|------------------------------|----------------------------|
| 145795 | TOWER HILL HEALTHCARE CENTER | 759 KANE STREET |
| 145877 | DOLTON NURSING & REHAB | 14325 SOUTH BLACKSTONE |
| 14E392 | WEST CHICAGO TERRACE | 928 JOLIET ROAD |
| 14E392 | WEST CHICAGO TERRACE | 928 JOLIET ROAD |
| 14E392 | WEST CHICAGO TERRACE | 928 JOLIET ROAD |
| 145495 | MEDINA NURSING CENTER | 402 SOUTH CENTER STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| SOUTH ELGIN | IL | 60177 | (847) 697-3310 |
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| DOLTON | IL | 60419 | (708) 849-5000 |
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| WEST CHICAGO | IL | 60185 | (630) 231-9292 |
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| WEST CHICAGO | IL | 60185 | (630) 231-9292 |
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| WEST CHICAGO | IL | 60185 | (630) 231-9292 |
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| DURAND | IL | 61024 | (815) 248-2151 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/29/2009

05/21/2009

02/20/2009

05/21/2009

04/29/2009

05/20/2009

04/29/2009

05/20/2009

05/01/2009

05/20/2009

04/24/2009

05/19/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| investigate any acts or reports of abuse, neglect or mistreatment of residents. | | |
| Have a program to keep infection from spreading. | Pattern | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Provide needed housekeeping and maintenance. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145696 | NILES NSG & REHAB CTR | 9777 GREENWOOD |
| 145696 | NILES NSG & REHAB CTR | 9777 GREENWOOD |
| 145307 | GROVE OF LA GRANGE PARK | 701 NORTH LAGRANGE ROAD |
| 145316 | EMBASSY HEALTH CARE CENTER | 555 WEST KAHLER |
| 145806 | WARREN PARK HEALTH & LIVING CTR | 6700 NORTH DAMEN AVENUE |
| 145751 | P A PETERSON CENTER FOR HEALTH | 1311 PARKVIEW AVENUE |
| 145308 | MAPLEWOOD CARE | 50 NORTH JANE |
| 145600 | HEARTLAND OF CANTON | 2081 NORTH MAIN STREET |
| 145683 | ABINGTON OF GLENVIEW | 3901 GLENVIEW ROAD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

NILES IL 60714 (847) 967-7000

NILES IL 60714 (847) 967-7000

LA GRANGE PARK IL 60526 (708) 354-7300

WILMINGTON IL 60481 (815) 476-2200

CHICAGO IL 60645 (773) 465-5000

ROCKFORD IL 61107 (815) 399-8832

ELGIN IL 60123 (847) 697-3750

CANTON IL 61520 (309) 647-6135

GLENVIEW IL 60025 (847) 729-0000

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

05/01/2009

05/19/2009

05/01/2009

05/19/2009

05/11/2009

05/18/2009

04/24/2009

05/18/2009

04/10/2009

05/18/2009

04/01/2009

05/16/2009

04/23/2009

05/15/2009

05/08/2009

05/15/2009

04/17/2009

05/15/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Protect residents from mistreatment, neglect, and/or theft of personal property. | Isolated | Immediate jeopardy to resident health or safety |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Immediate jeopardy to resident health or safety |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Pattern | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Keep each resident free from physical restraints, unless needed for medical treatment. | Isolated | Minimal harm or potential for actual harm |
| Have a private telephone available for use. | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145683 | ABINGTON OF GLENVIEW | 3901 GLENVIEW ROAD |
| 145683 | ABINGTON OF GLENVIEW | 3901 GLENVIEW ROAD |
| 145944 | PROVENA MCAULEY MANOR | 400 WEST SULLIVAN ROAD |
| 146001 | INTERNATIONAL NURSING & REHAB CENTER | 4815 SOUTH WESTERN AVE |
| 14E847 | SPRINGFIELD CARE CENTER | 525 SO MARTIN LUTHER KING DR |
| 145495 | MEDINA NURSING CENTER | 402 SOUTH CENTER STREET |
| 145495 | MEDINA NURSING CENTER | 402 SOUTH CENTER STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| GLENVIEW | IL | 60025 | (847) 729-0000 |
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| GLENVIEW | IL | 60025 | (847) 729-0000 |
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| AURORA | IL | 60506 | (630) 859-3700 |
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| CHICAGO | IL | 60609 | (773) 927-4200 |
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| SPRINGFIELD | IL | 62703 | (217) 789-1680 |
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| DURAND | IL | 61024 | (815) 248-2151 |
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| DURAND | IL | 61024 | (815) 248-2151 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/17/2009

05/15/2009

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03/23/2009

05/15/2009

05/06/2009

05/15/2009

04/29/2009

05/15/2009

04/24/2009

05/13/2009

04/24/2009

05/13/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

available for use.

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|---|----------|---|
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
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| Provide care in a way that keeps or builds each resident's dignity and self respect. | Isolated | Actual harm |
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| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
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| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
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| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
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| Provide services to meet the needs and preferences of each resident. | Isolated | Minimal harm or potential for actual harm |
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| Give residents proper treatment to prevent new bed (pressure) | Isolated | Minimal harm or potential for actual harm |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145758 | GLENWOOD HEALTHCARE & REHAB. | 19330 SOUTH COTTAGE GROVE |
| 145942 | OAK LAWN RESPIRATORY & REHAB | 9525 SOUTH MAYFIELD |
| 145942 | OAK LAWN RESPIRATORY & REHAB | 9525 SOUTH MAYFIELD |
| 146059 | BARTON W STONE - JACKSONVILLE | 873 GROVE STREET |
| 145180 | RIVIERA CARE CENTER | 490 WEST 16TH PLACE |
| 145246 | MANORCARE OF HINSDALE | 600 WEST OGDEN AVENUE |
| 145484 | GLENCREST HEALTHCR & REHAB CTR | 2451 WEST TOUHY |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| GLENWOOD | IL | 60425 | (708) 758-6200 |
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| OAK LAWN | IL | 60453 | (708) 636-7000 |
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| OAK LAWN | IL | 60453 | (708) 636-7000 |
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| JACKSONVILLE | IL | 62650 | (217) 479-3400 |
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| CHICAGO HEIGHTS | IL | 60411 | (708) 481-4444 |
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| HINSDALE | IL | 60521 | (630) 325-9630 |
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| CHICAGO | IL | 60645 | (773) 338-6800 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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05/13/2009

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04/30/2009

05/13/2009

05/08/2009

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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

sores or heal existing bed sores.

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| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
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| Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion. | Isolated | Minimal harm or potential for actual harm |
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| Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible. | Pattern | Minimal harm or potential for actual harm |
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| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
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| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
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| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
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| Provide social services for related | Isolated | Minimal harm or potential for actual |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

AVENUE

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| 145919 | ROCKFORD NURSING & REHAB CENTER | 1920 NORTH MAIN STREET |
| 145919 | ROCKFORD NURSING & REHAB CENTER | 1920 NORTH MAIN STREET |
| 145942 | OAK LAWN RESPIRATORY & REHAB | 9525 SOUTH MAYFIELD |
| 145942 | OAK LAWN RESPIRATORY & REHAB | 9525 SOUTH MAYFIELD |
| 145768 | LUTHERAN HOME, THE | 6901 NORTH GALENA ROAD |
| 145031 | HEARTLAND OF NORMAL | 510 BROADWAY |
| 145031 | HEARTLAND OF NORMAL | 510 BROADWAY |
| 145031 | HEARTLAND OF NORMAL | 510 BROADWAY |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| ROCKFORD | IL | 61103 | (815) 316-1400 |
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| ROCKFORD | IL | 61103 | (815) 316-1400 |
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| OAK LAWN | IL | 60453 | (708) 636-7000 |
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| OAK LAWN | IL | 60453 | (708) 636-7000 |
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| PEORIA | IL | 61614 | (309) 683-1264 |
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| NORMAL | IL | 61761 | (309) 452-4406 |
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| NORMAL | IL | 61761 | (309) 452-4406 |
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| NORMAL | IL | 61761 | (309) 452-4406 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/09/2009

05/12/2009

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05/12/2009

04/14/2009

05/12/2009

04/22/2009

05/11/2009

04/16/2009

05/08/2009

04/16/2009

05/08/2009

04/16/2009

05/08/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| medical problems to help each resident achieve the highest possible quality of life. | | harm |
| Give or get special rehabilitation if in the patient's plan of care. | Isolated | Minimal harm or potential for actual harm |
| Screen residents when they are first admitted to send them to an area with special care for people with developmental disabilities or mental illness, if needed. | Isolated | Minimal harm or potential for actual harm |
| Follow all laws and professional standards. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Immediate jeopardy to resident health or safety |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145031 | HEARTLAND OF NORMAL | 510 BROADWAY |
| 145343 | AMBASSADOR NURSING & REHAB CENTER | 4900 NORTH BERNARD |
| 145343 | AMBASSADOR NURSING & REHAB CENTER | 4900 NORTH BERNARD |
| 145508 | HIGHLAND HEALTH CARE CENTER | 1450 26TH STREET |
| 145607 | MANORCARE OF PALOS HEIGHTS EAST | 7850 WEST COLLEGE DRIVE |
| 145828 | AVENUE CARE NURSING & REHAB CTR | 4505 SOUTH DREXEL |
| 145923 | MANORCARE OF HIGHLAND PARK | 2773 SKOKIE VALLEY ROAD |
| 145923 | MANORCARE OF HIGHLAND PARK | 2773 SKOKIE VALLEY ROAD |
| 145947 | PLAZA NURSING AND REHAB CTR | 3249 WEST 147TH |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| NORMAL | IL | 61761 | (309) 452-4406 |
| CHICAGO | IL | 60625 | (773) 583-7130 |
| CHICAGO | IL | 60625 | (773) 583-7130 |
| HIGHLAND | IL | 62249 | (618) 654-2368 |
| PALOS HEIGHTS | IL | 60463 | (708) 361-6990 |
| CHICAGO | IL | 60653 | (773) 285-0550 |
| HIGHLAND PARK | IL | 60035 | (847) 266-9266 |
| HIGHLAND PARK | IL | 60035 | (847) 266-9266 |
| MIDLOTHIAN | IL | 60445 | (708) 389-3141 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/13/2009

05/08/2009

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05/08/2009

04/16/2009

05/08/2009

04/21/2009

05/08/2009

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04/09/2009

05/08/2009

05/07/2009

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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Resident Rights Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Immediate jeopardy to resident health or safety |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |
| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, | Pattern | Potential for minimal harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145947 | PLAZA NURSING AND REHAB CTR | 3249 WEST 147TH STREET |
| 145987 | GALESBURG TERRACE | 1145 FRANK STREET |
| 146078 | PERSHING CONVALESCENT HOME | 3900 SOUTH OAK PARK AVENUE |
| 146078 | PERSHING CONVALESCENT HOME | 3900 SOUTH OAK PARK AVENUE |
| 145278 | STERLING PAVILION | 105 EAST 23RD STREET |
| 145278 | STERLING PAVILION | 105 EAST 23RD STREET |
| 145278 | STERLING PAVILION | 105 EAST 23RD STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| MIDLOTHIAN | IL | 60445 | (708) 389-3141 |
| GALESBURG | IL | 61401 | (309) 342-2103 |
| STICKNEY | IL | 60402 | (708) 484-7543 |
| STICKNEY | IL | 60402 | (708) 484-7543 |
| STERLING | IL | 61081 | (815) 626-4264 |
| STERLING | IL | 61081 | (815) 626-4264 |
| STERLING | IL | 61081 | (815) 626-4264 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

05/07/2009

05/08/2009

05/07/2009

05/08/2009

05/07/2009

05/08/2009

12/23/2008

05/07/2009

04/08/2009

05/07/2009

04/08/2009

05/07/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Pattern | Potential for minimal harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Give each resident enough fluids to keep them healthy and prevent dehydration. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145278 | STERLING PAVILION | 105 EAST 23RD STREET |
| 145597 | PEKIN MANOR | 1520 EL CAMINO DRIVE |
| 145904 | SMITH VILLAGE | 2320 WEST 113TH PLACE |
| 145333 | WEST SUBURBAN NURSING & REHAB CENTER | 311 EDGEWATER DRIVE |
| 145333 | WEST SUBURBAN NURSING & REHAB CENTER | 311 EDGEWATER DRIVE |
| 145333 | WEST SUBURBAN NURSING & REHAB CENTER | 311 EDGEWATER DRIVE |
| 145441 | SHELBYVILLE MANOR | 1111 WEST NORTH |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| STERLING | IL | 61081 | (815) 626-4264 |
| PEKIN | IL | 61554 | (309) 353-1099 |
| CHICAGO | IL | 60643 | (773) 474-7300 |
| BLOOMINGDALE | IL | 60108 | (630) 894-7400 |
| BLOOMINGDALE | IL | 60108 | (630) 894-7400 |
| BLOOMINGDALE | IL | 60108 | (630) 894-7400 |
| SHELBYVILLE | IL | 62565 | (217) 774-2111 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/08/2009

05/07/2009

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05/07/2009

04/09/2009

05/07/2009

04/01/2009

05/06/2009

04/01/2009

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05/06/2009

05/06/2009

04/10/2009

05/06/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| accidents. | | |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that nurse aides show they have the skills to be able to care for residents. | Isolated | Minimal harm or potential for actual harm |
| Provide services to meet the needs and preferences of each resident. | Pattern | Minimal harm or potential for actual harm |
| Make sure that each resident | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

12TH STREET

145626

OAKTON PAVILLION

1660 OAKTON PLACE

145626

OAKTON PAVILLION

1660 OAKTON PLACE

145914

SOUTHPOINT NURSING & REHAB CENTER

1010 WEST 95TH
STREET

145914

SOUTHPOINT NURSING & REHAB CENTER

1010 WEST 95TH
STREET

145914

SOUTHPOINT NURSING & REHAB CENTER

1010 WEST 95TH
STREET

145963

ALDEN ORLAND PARK REHAB & HCC

16450 SOUTH 97TH

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

DES PLAINES IL 60018 (847) 299-5588

DES PLAINES IL 60018 (847) 299-5588

CHICAGO IL 60643 (773) 298-1177

CHICAGO IL 60643 (773) 298-1177

CHICAGO IL 60643 (773) 298-1177

ORLAND PARK IL 60462 (708) 403-6500

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/17/2009

05/06/2009

04/17/2009

05/06/2009

04/15/2009

05/06/2009

04/15/2009

05/06/2009

04/15/2009

05/06/2009

04/27/2009

05/06/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| who enters the nursing home without a catheter is not given a catheter, unless it is necessary. | | harm |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Provide social services for related medical problems to help each resident achieve the highest possible quality of life. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

AVENUE

| | | |
|--------|-------------------------------|-------------------------|
| 145963 | ALDEN ORLAND PARK REHAB & HCC | 16450 SOUTH 97TH AVENUE |
|--------|-------------------------------|-------------------------|

| | | |
|--------|------------------------------|-----------------|
| 146058 | EVANSTON NURSING & REHAB CTR | 1300 OAK AVENUE |
|--------|------------------------------|-----------------|

| | | |
|--------|-----------------------|----------------|
| 145696 | NILES NSG & REHAB CTR | 9777 GREENWOOD |
|--------|-----------------------|----------------|

| | | |
|--------|--------------------|-------------------------|
| 145856 | ALL FAITH PAVILION | 3500 SOUTH GILES AVENUE |
|--------|--------------------|-------------------------|

| | | |
|--------|--------------------|-------------------------|
| 145856 | ALL FAITH PAVILION | 3500 SOUTH GILES AVENUE |
|--------|--------------------|-------------------------|

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|--------|--------------------------------------|------------------------|
| 146001 | INTERNATIONAL NURSING & REHAB CENTER | 4815 SOUTH WESTERN AVE |
|--------|--------------------------------------|------------------------|

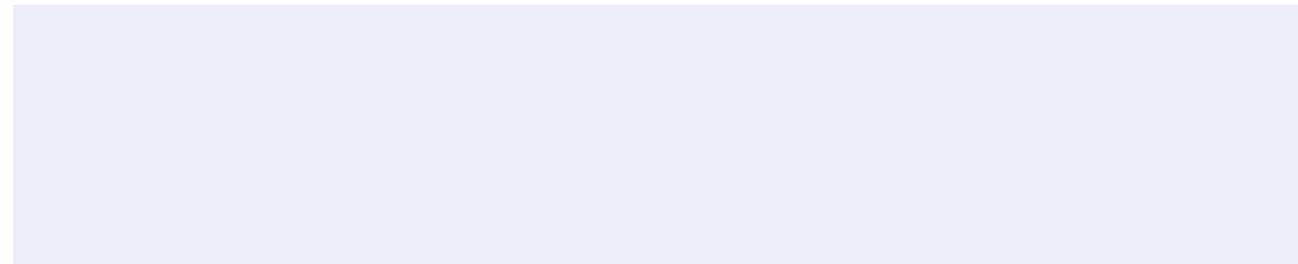
Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|-------------|----|-------|----------------|
| ORLAND PARK | IL | 60462 | (708) 403-6500 |
| EVANSTON | IL | 60201 | (847) 869-1300 |
| NILES | IL | 60714 | (847) 967-7000 |
| CHICAGO | IL | 60653 | (312) 326-2000 |
| CHICAGO | IL | 60653 | (312) 326-2000 |
| CHICAGO | IL | 60609 | (773) 927-4200 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency



04/27/2009

05/06/2009

05/06/2009

05/06/2009

06/19/2008

05/04/2009

04/21/2009

05/04/2009

04/21/2009

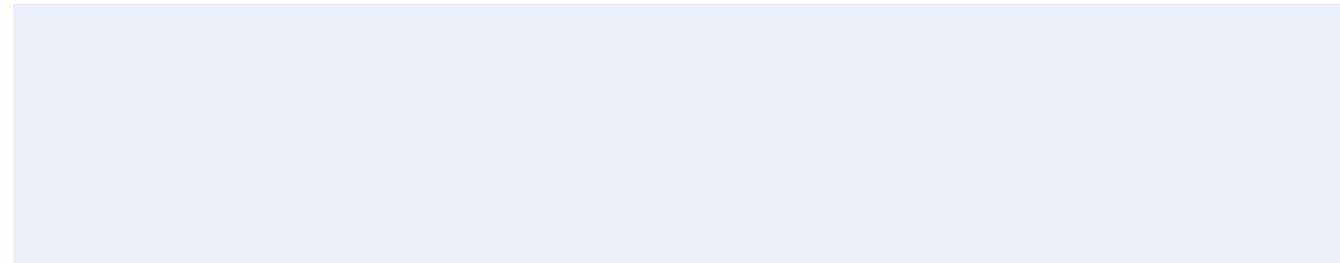
05/04/2009

04/10/2009

05/04/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency



Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Fire Safety

Automatic Sprinkler Systems Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|------------|---|
| legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | | harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| have an adequate water supply for the sprinkler system. | Widespread | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Make sure that residents are safe from serious medication errors. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|-------------------------------------|--------------------------|
| 145671 | PROVIDENCE SOUTH HOLLAND | 16300 WAUSAU STREET |
| 145629 | PRAIRIE MANOR NRSG & REHAB CTR | 345 DIXIE HIGHWAY |
| 145234 | FREEPORT REHAB & HEALTH CARE CENTER | 900 SOUTH KIWANIS DRIVE |
| 145234 | FREEPORT REHAB & HEALTH CARE CENTER | 900 SOUTH KIWANIS DRIVE |
| 145234 | FREEPORT REHAB & HEALTH CARE CENTER | 900 SOUTH KIWANIS DRIVE |
| 145379 | ALDEN VALLEY RIDGE REHAB & HCC | 275 EAST ARMY TRAIL ROAD |
| 145379 | ALDEN VALLEY RIDGE REHAB & HCC | 275 EAST ARMY TRAIL ROAD |
| 145567 | CARE CENTER OF ABINGDON | 801 WEST MARTIN STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------------------|----|-------|----------------|
| SOUTH HOLLAND | IL | 60473 | (708) 596-5500 |
| CHICAGO HEIGHTS | IL | 60411 | (708) 754-7601 |
| FREEPORT | IL | 61032 | (815) 235-6196 |
| FREEPORT | IL | 61032 | (815) 235-6196 |
| FREEPORT | IL | 61032 | (815) 235-6196 |
| BLOOMINGDALE | IL | 60108 | (630) 893-9616 |
| BLOOMINGDALE | IL | 60108 | (630) 893-9616 |
| ABINGDON | IL | 61410 | (309) 462-2356 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/03/2009

05/03/2009

04/02/2009

05/02/2009

04/09/2009

05/01/2009

04/09/2009

05/01/2009

04/09/2009

05/01/2009

04/09/2009

05/01/2009

04/09/2009

05/01/2009

04/15/2009

05/01/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Resident Rights Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Administration Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| accidents. | | |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Provide care in a way that keeps or builds each resident's dignity and self respect. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Have enough nurses to care for every resident in a way that maximizes the resident's well being. | Pattern | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Keep accurate and appropriate medical records. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--------------------------------------|--------------------------|
| 145567 | CARE CENTER OF ABINGDON | 801 WEST MARTIN STREET |
| 145702 | FAIR OAKS REHAB & HEALTHCARE | 1515 BLACKHAWK BOULEVARD |
| 145761 | LAKWOOD NRSG & REHAB CENTER | 14718 S EASTERN AVENUE |
| 145180 | RIVIERA CARE CENTER | 490 WEST 16TH PLACE |
| 145387 | ST ANTHONY'S NRSG & REHAB CENTER | 767 30TH STREET |
| 145387 | ST ANTHONY'S NRSG & REHAB CENTER | 767 30TH STREET |
| 145970 | WINDSOR PARK NURSING & LIVING CENTER | 2649 EAST 75TH ST |
| 145970 | WINDSOR PARK NURSING & LIVING CENTER | 2649 EAST 75TH ST |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

ABINGDON IL 61410 (309) 462-2356

SOUTH BELOIT IL 61080 (815) 389-3911

PLAINFIELD IL 60544 (815) 436-3400

CHICAGO
HEIGHTS IL 60411 (708) 481-4444

ROCK ISLAND IL 61201 (309) 788-7631

ROCK ISLAND IL 61201 (309) 788-7631

CHICAGO IL 60649 (773) 356-9300

CHICAGO IL 60649 (773) 356-9300

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/15/2009

05/01/2009

04/07/2009

05/01/2009

04/24/2009

05/01/2009

11/07/2008

04/30/2009

03/17/2009

04/30/2009

03/17/2009

04/30/2009

03/02/2009

04/30/2009

03/02/2009

04/30/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Fire Safety

Electrical Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|------------|---|
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents are safe from serious medication errors. | Isolated | Actual harm |
| weekly inspections and monthly testing of generators. | Widespread | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give each resident enough fluids to keep them healthy and prevent dehydration. | Isolated | Actual harm |
| Store, cook, and give out food in a safe and clean way. | Widespread | Minimal harm or potential for actual harm |
| Give proper treatment to residents with feeding tubes to prevent problems (such as | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

145970 WINDSOR PARK NURSING & LIVING CENTER 2649 EAST 75TH ST

145970 WINDSOR PARK NURSING & LIVING CENTER 2649 EAST 75TH ST

146083 MANOR COURT OF PRINCETON 140 NORTH SIXTH STREET

146132 SOUTH SUBURBAN REHAB CENTER 19000 HALSTED

146132 SOUTH SUBURBAN REHAB CENTER 19000 HALSTED

145285 BUCKINGHAM PAVILION 2625 WEST TOUHY AVENUE

145319 HERITAGE MANOR-EL PASO 555 EAST CLAY

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---------|----|-------|----------------|
| CHICAGO | IL | 60649 | (773) 356-9300 |
|---------|----|-------|----------------|

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|---------|----|-------|----------------|
| CHICAGO | IL | 60649 | (773) 356-9300 |
|---------|----|-------|----------------|

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|-----------|----|-------|----------------|
| PRINCETON | IL | 61356 | (815) 875-6600 |
|-----------|----|-------|----------------|

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|----------|----|-------|----------------|
| HOMEWOOD | IL | 60430 | (708) 957-9200 |
|----------|----|-------|----------------|

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|----------|----|-------|----------------|
| HOMEWOOD | IL | 60430 | (708) 957-9200 |
|----------|----|-------|----------------|

| | | | |
|---------|----|-------|----------------|
| CHICAGO | IL | 60645 | (773) 973-5333 |
|---------|----|-------|----------------|

| | | | |
|---------|----|-------|----------------|
| EL PASO | IL | 61738 | (309) 527-6240 |
|---------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/15/2009

04/30/2009

04/15/2009

04/30/2009

04/02/2009

04/30/2009

04/28/2009

04/30/2009

04/28/2009

04/30/2009

04/07/2009

04/29/2009

04/08/2009

04/29/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible.

Give the right treatment and services to residents who have mental or social problems adjusting.

Isolated

Actual harm

Try to resolve each resident's complaints quickly.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

Provide enough notice before discharging or transferring a resident.

Isolated

Minimal harm or potential for actual harm

Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed when the resident temporarily leaves the facility.

Isolated

Minimal harm or potential for actual harm

Provide enough notice before discharging or transferring a resident.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home

Pattern

Minimal harm or potential for actual

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|-----------------------------|--------------------------|
| 145500 | HILLSBORO REHAB & HCC | 1300 EAST TREMONT STREET |
| 145500 | HILLSBORO REHAB & HCC | 1300 EAST TREMONT STREET |
| 145500 | HILLSBORO REHAB & HCC | 1300 EAST TREMONT STREET |
| 145947 | PLAZA NURSING AND REHAB CTR | 3249 WEST 147TH STREET |
| 145241 | HELIA SOUTHBELT HEALTHCARE | 101 SOUTH BELT WEST |
| 145274 | FOUR SEASONS LIVING CENTER | 303 NORTH JACKSON STREET |
| 145274 | FOUR SEASONS LIVING CENTER | 303 NORTH JACKSON |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-----------|----|-------|----------------|
| HILLSBORO | IL | 62049 | (217) 532-6191 |
|-----------|----|-------|----------------|

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|-----------|----|-------|----------------|
| HILLSBORO | IL | 62049 | (217) 532-6191 |
|-----------|----|-------|----------------|

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|-----------|----|-------|----------------|
| HILLSBORO | IL | 62049 | (217) 532-6191 |
|-----------|----|-------|----------------|

| | | | |
|------------|----|-------|----------------|
| MIDLOTHIAN | IL | 60445 | (708) 389-3141 |
|------------|----|-------|----------------|

| | | | |
|------------|----|-------|----------------|
| BELLEVILLE | IL | 62220 | (618) 277-7700 |
|------------|----|-------|----------------|

| | | | |
|----------|----|-------|----------------|
| MORRISON | IL | 61270 | (815) 772-4003 |
|----------|----|-------|----------------|

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|----------|----|-------|----------------|
| MORRISON | IL | 61270 | (815) 772-4003 |
|----------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/20/2009

04/29/2009

04/20/2009

04/29/2009

04/20/2009

04/29/2009

04/10/2009

04/29/2009

04/09/2009

04/28/2009

04/17/2009

04/28/2009

04/17/2009

04/28/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| area is free of dangers that cause accidents. | | harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Make sure that each resident's nutritional needs were met. | Isolated | Minimal harm or potential for actual harm |
| Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature. | Isolated | Minimal harm or potential for actual harm |
| Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%. | Isolated | Minimal harm or potential for actual harm |
| Give each resident enough fluids to keep them healthy and prevent dehydration. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

STREET

| | | |
|--------|--------------------------------|------------------------|
| 145694 | ROSEWOOD CARE CENTER OF JOLIET | 3401 HENNEPIN DRIVE |
|--------|--------------------------------|------------------------|

| | | |
|--------|--------------------------------|------------------------|
| 145694 | ROSEWOOD CARE CENTER OF JOLIET | 3401 HENNEPIN DRIVE |
|--------|--------------------------------|------------------------|

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|--------|--------------------------------|---------------------------------|
| 145779 | PARK VILLA NRSG & REHAB CENTER | 12550 SOUTH RIDGELAND AVENUE |
|--------|--------------------------------|---------------------------------|

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| 145779 | PARK VILLA NRSG & REHAB CENTER | 12550 SOUTH RIDGELAND AVENUE |
|--------|--------------------------------|---------------------------------|

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| 146123 | ST JOSEPH NURSING HOME | 401 9TH STREET |
|--------|------------------------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|----|-------|----------------|
| JOLIET | IL | 60435 | (815) 436-5900 |
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|--------|----|-------|----------------|
| JOLIET | IL | 60435 | (815) 436-5900 |
|--------|----|-------|----------------|

| | | | |
|---------------|----|-------|----------------|
| PALOS HEIGHTS | IL | 60463 | (708) 597-9300 |
|---------------|----|-------|----------------|

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|---------------|----|-------|----------------|
| PALOS HEIGHTS | IL | 60463 | (708) 597-9300 |
|---------------|----|-------|----------------|

| | | | |
|-------|----|-------|----------------|
| LACON | IL | 61540 | (309) 246-2175 |
|-------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/09/2009

04/27/2009

04/09/2009

04/27/2009

03/27/2009

04/27/2009

03/27/2009

04/27/2009

04/09/2009

04/26/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

services to get or keep the highest quality of life possible.

harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Give professional services that meet a professional standard of quality.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Pattern

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|------------------------|----------------|
| 146123 | ST JOSEPH NURSING HOME | 401 9TH STREET |
| 146123 | ST JOSEPH NURSING HOME | 401 9TH STREET |
| 146123 | ST JOSEPH NURSING HOME | 401 9TH STREET |
| 146123 | ST JOSEPH NURSING HOME | 401 9TH STREET |
| 146123 | ST JOSEPH NURSING HOME | 401 9TH STREET |
| 146123 | ST JOSEPH NURSING HOME | 401 9TH STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|-------|----|-------|----------------|
| LACON | IL | 61540 | (309) 246-2175 |
| LACON | IL | 61540 | (309) 246-2175 |
| LACON | IL | 61540 | (309) 246-2175 |
| LACON | IL | 61540 | (309) 246-2175 |
| LACON | IL | 61540 | (309) 246-2175 |
| LACON | IL | 61540 | (309) 246-2175 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/09/2009

04/26/2009

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04/26/2009

04/09/2009

04/26/2009

04/09/2009

04/26/2009

04/09/2009

04/26/2009

04/09/2009

04/26/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| Protect residents from mistreatment, neglect, and/or theft of personal property. | Isolated | Immediate jeopardy to resident health or safety |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Immediate jeopardy to resident health or safety |
| Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion. | Isolated | Minimal harm or potential for actual harm |
| Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible. | Isolated | Actual harm |
| Properly care for residents | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--------------------------------|-----------------------|
| 146123 | ST JOSEPH NURSING HOME | 401 9TH STREET |
| 146123 | ST JOSEPH NURSING HOME | 401 9TH STREET |
| 146123 | ST JOSEPH NURSING HOME | 401 9TH STREET |
| 145222 | WOODSTOCK RESIDENCE | 309 MCHENRY AVENUE |
| 145337 | BRONZEVILLE PARK NSG & LVG CTR | 3400 SOUTH INDIANA |
| 145475 | ST ANN'S HEALTHCARE CENTER | 770 STATE STREET |
| 145475 | ST ANN'S HEALTHCARE CENTER | 770 STATE STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|-----------|----|-------|----------------|
| LACON | IL | 61540 | (309) 246-2175 |
| LACON | IL | 61540 | (309) 246-2175 |
| LACON | IL | 61540 | (309) 246-2175 |
| WOODSTOCK | IL | 60098 | (815) 338-1700 |
| CHICAGO | IL | 60616 | (312) 842-5000 |
| CHESTER | IL | 62233 | (618) 826-2314 |
| CHESTER | IL | 62233 | (618) 826-2314 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/09/2009

04/26/2009

04/09/2009

04/26/2009

04/09/2009

04/26/2009

04/01/2009

04/24/2009

04/03/2009

04/24/2009

04/02/2009

04/24/2009

04/02/2009

04/24/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.

Have a program to keep infection from spreading.

Isolated

Minimal harm or potential for actual harm

Be administered in a way that leads to the highest possible level of well being for each resident.

Isolated

Immediate jeopardy to resident health or safety

Follow all laws and professional standards.

Pattern

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Keep accurate and appropriate medical records.

Pattern

Potential for minimal harm

Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|---------------------------------|------------------------------------|
| 145710 | MEADOWBROOK MANOR - BOLINGBROOK | 431 WEST REMINGTON BOULEVARD |
| 145936 | HIGHLAND PARK NURSING & REHAB | 50 PLEASANT AVENUE |
| 146062 | CENTER HOME HISPANIC ELDERLY | 1401 NORTH CALIFORNIA |
| 145437 | COLONIAL HALL CARE CENTER | 515 BUREAU VALLEY PARKWAY |
| 145441 | SHELBYVILLE MANOR | 1111 WEST NORTH 12TH STREET |
| 145726 | TIMBER POINT HEALTHCARE CENTER | 205 EAST SPRING STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-------------|----|-------|----------------|
| BOLINGBROOK | IL | 60440 | (630) 759-1112 |
| HIGHWOOD | IL | 60040 | (847) 432-9142 |
| CHICAGO | IL | 60622 | (773) 782-8700 |
| PRINCETON | IL | 61356 | (815) 875-3347 |
| SHELBYVILLE | IL | 62565 | (217) 774-2111 |
| CAMP POINT | IL | 62320 | (217) 593-7734 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/27/2009

04/24/2009

03/27/2009

04/24/2009

04/03/2009

04/24/2009

04/01/2009

04/23/2009

04/10/2009

04/23/2009

04/07/2009

04/23/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--|----------|---|
| Make sure that nurse aides show they have the skills to be able to care for residents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Give or get dental care for each resident. | Isolated | Minimal harm or potential for actual harm |
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|---------------------------------|-----------------------------|
| 145726 | TIMBER POINT HEALTHCARE CENTER | 205 EAST SPRING STREET |
| 145806 | WARREN PARK HEALTH & LIVING CTR | 6700 NORTH DAMEN AVENUE |
| 145248 | MORTON VILLA CARE CENTER | 190 EAST QUEENWOOD ROAD |
| 145324 | RESURRECTION NSG & REHAB CTR | 1001 NORTH GREENWOOD AVENUE |
| 145654 | LAKEVIEW NURSING & REHAB CTRE | 735 WEST DIVERSEY |
| 145696 | NILES NSG & REHAB CTR | 9777 GREENWOOD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|------------|----|-------|----------------|
| CAMP POINT | IL | 62320 | (217) 593-7734 |
|------------|----|-------|----------------|

| | | | |
|---------|----|-------|----------------|
| CHICAGO | IL | 60645 | (773) 465-5000 |
|---------|----|-------|----------------|

| | | | |
|--------|----|-------|----------------|
| MORTON | IL | 61550 | (309) 266-9741 |
|--------|----|-------|----------------|

| | | | |
|------------|----|-------|----------------|
| PARK RIDGE | IL | 60068 | (847) 692-5600 |
|------------|----|-------|----------------|

| | | | |
|---------|----|-------|----------------|
| CHICAGO | IL | 60614 | (773) 348-4055 |
|---------|----|-------|----------------|

| | | | |
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| NILES | IL | 60714 | (847) 967-7000 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/07/2009

04/23/2009

04/10/2009

04/23/2009

04/14/2009

04/22/2009

04/03/2009

04/22/2009

04/07/2009

04/22/2009

04/10/2009

04/22/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

update the care plan.

Make sure that the nursing home area is free of dangers that cause accidents.

Actual harm

Protect residents from mistreatment, neglect, and/or theft of personal property.

Actual harm

Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for; or 2) how to apply for Medicaid, along with the names and addresses of State groups that can help.

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Minimal harm or potential for actual harm

Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|-----------------------------------|--------------------------|
| 145696 | NILES NSG & REHAB CTR | 9777 GREENWOOD |
| 145924 | HELIA HEALTHCARE OF CHAMPAIGN | 1915 SOUTH MATTIS STREET |
| 145938 | PARKSHORE ESTATES NURSING & REHAB | 6125 SOUTH KENWOOD |
| 145938 | PARKSHORE ESTATES NURSING & REHAB | 6125 SOUTH KENWOOD |
| 146048 | MEADOW MANOR | 800 MCADAM DR |
| 145728 | MANOR COURT OF MARYVILLE | OFF STATE ROUTE 162 |
| 145728 | MANOR COURT OF MARYVILLE | OFF STATE ROUTE 162 |
| 145728 | MANOR COURT OF MARYVILLE | OFF STATE ROUTE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|-------------|----|-------|----------------|
| NILES | IL | 60714 | (847) 967-7000 |
| CHAMPAIGN | IL | 61821 | (217) 352-0516 |
| CHICAGO | IL | 60637 | (773) 752-6000 |
| CHICAGO | IL | 60637 | (773) 752-6000 |
| TAYLORVILLE | IL | 62568 | (217) 824-2277 |
| MARYVILLE | IL | 62062 | (618) 288-5999 |
| MARYVILLE | IL | 62062 | (618) 288-5999 |
| MARYVILLE | IL | 62062 | (618) 288-5999 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/10/2009

04/22/2009

04/02/2009

04/22/2009

04/01/2009

04/22/2009

04/01/2009

04/22/2009

04/20/2009

04/22/2009

04/20/2009

04/21/2009

04/20/2009

04/21/2009

04/20/2009

04/21/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| suctioning, respiratory care, foot care, and prostheses. | | |
| Give the resident's legal representative the same rights as the resident. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Pattern | Minimal harm or potential for actual harm |
| Provide needed housekeeping and maintenance. | Pattern | Potential for minimal harm |
| Provide enough notice before discharging or transferring a resident. | Isolated | Minimal harm or potential for actual harm |
| Keep accurate and appropriate medical records. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Make sure that the nursing home | Isolated | Immediate jeopardy to resident health or |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|---------------------------------|--------------------------|
| 145728 | MANOR COURT OF MARYVILLE | OFF STATE ROUTE 162 |
| 145728 | MANOR COURT OF MARYVILLE | OFF STATE ROUTE 162 |
| 145728 | MANOR COURT OF MARYVILLE | OFF STATE ROUTE 162 |
| 146029 | FRANCISCAN VILLAGE | 1270 FRANCISCAN DRIVE |
| 146125 | ASSISI HEALTHCARE OF CLARE OAKS | 829 CARILLON DRIVE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|-----------|----|-------|----------------|
| MARYVILLE | IL | 62062 | (618) 288-5999 |
| MARYVILLE | IL | 62062 | (618) 288-5999 |
| MARYVILLE | IL | 62062 | (618) 288-5999 |
| LEMONT | IL | 60439 | (630) 243-3406 |
| BARTLETT | IL | 60103 | (630) 483-3905 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/20/2009

04/21/2009

04/20/2009

04/21/2009

04/02/2009

04/21/2009

03/24/2009

04/21/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Pharmacy Service Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Immediate jeopardy to resident health or safety |
| Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|---------------------------------|-------------------------------|
| 145781 | APPLEWOOD REHABILITATION CENTER | 21020 KOSTNER AVENUE |
| 145781 | APPLEWOOD REHABILITATION CENTER | 21020 KOSTNER AVENUE |
| 145877 | DOLTON NURSING & REHAB | 14325 SOUTH BLACKSTONE |
| 145877 | DOLTON NURSING & REHAB | 14325 SOUTH BLACKSTONE |
| 145877 | DOLTON NURSING & REHAB | 14325 SOUTH BLACKSTONE |
| 145877 | DOLTON NURSING & REHAB | 14325 SOUTH BLACKSTONE |
| 146020 | ROSEVILLE REHAB & HEALTH CARE | 145 S CHAMBERLAIN ST, BOX 770 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

MATTESON IL 60443 (708) 747-1300

MATTESON IL 60443 (708) 747-1300

DOLTON IL 60419 (708) 849-5000

ROSEVILLE IL 61473 (309) 426-2134

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/20/2009

04/20/2009

03/11/2009

04/20/2009

03/30/2009

04/20/2009

03/30/2009

04/20/2009

03/30/2009

04/20/2009

03/30/2009

04/20/2009

04/09/2009

04/20/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary. | Isolated | Minimal harm or potential for actual harm |
| Properly care for residents needing special services, | Pattern | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--------------------------------|----------------------|
| 145429 | ALDEN WENTWORTH REHAB & HCC | 201 WEST 69TH STREET |
| 145453 | ALDEN TERRACE OF MCHENRY REHAB | 803 ROYAL DRIVE |
| 145626 | OAKTON PAVILLION | 1660 OAKTON PLACE |
| 145704 | APOSTOLIC CHRISTIAN HOME | 1102 WEST RANDOLPH |
| 145961 | BEL-WOOD NURSING HOME | 6701 WEST PLANK ROAD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---------|----|-------|----------------|
| CHICAGO | IL | 60621 | (773) 487-1200 |
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|---------|----|-------|----------------|
| MCHENRY | IL | 60050 | (815) 344-2600 |
|---------|----|-------|----------------|

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|-------------|----|-------|----------------|
| DES PLAINES | IL | 60018 | (847) 299-5588 |
|-------------|----|-------|----------------|

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|---------|----|-------|----------------|
| ROANOKE | IL | 61561 | (309) 923-2071 |
|---------|----|-------|----------------|

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|--------|----|-------|----------------|
| PEORIA | IL | 61604 | (309) 697-4541 |
|--------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/02/2009

04/17/2009

03/26/2009

04/17/2009

03/24/2009

04/17/2009

03/31/2009

04/17/2009

04/10/2009

04/17/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Provide social services for related medical problems to help each resident achieve the highest possible quality of life.

Isolated

Minimal harm or potential for actual harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Isolated

Actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and

Pattern

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|-----------------------------------|----------------------------|
| 145307 | GROVE OF LA GRANGE PARK | 701 NORTH LAGRANGE ROAD |
| 145694 | ROSEWOOD CARE CENTER OF JOLIET | 3401 HENNEPIN DRIVE |
| 145950 | ROCK ISLAND NURSING & REHB CENTER | 2545 24TH STREET |
| 145950 | ROCK ISLAND NURSING & REHB CENTER | 2545 24TH STREET |
| 145950 | ROCK ISLAND NURSING & REHB CENTER | 2545 24TH STREET |
| 145160 | CAPITOL CARE CENTER | 555 WEST CARPENTER |
| 145259 | ALDEN PARK STRATHMOOR | 5668 STRATHMOOR DRIVE |
| 145259 | ALDEN PARK STRATHMOOR | 5668 STRATHMOOR DRIVE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

LA GRANGE PARK IL 60526 (708) 354-7300

JOLIET IL 60435 (815) 436-5900

ROCK ISLAND IL 61201 (309) 788-0458

ROCK ISLAND IL 61201 (309) 788-0458

ROCK ISLAND IL 61201 (309) 788-0458

SPRINGFIELD IL 62702 (217) 525-1880

ROCKFORD IL 61107 (815) 229-5200

ROCKFORD IL 61107 (815) 229-5200

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/20/2009

04/15/2009

04/01/2009

04/15/2009

03/10/2009

04/15/2009

04/03/2009

04/15/2009

04/03/2009

04/15/2009

04/03/2009

04/14/2009

04/03/2009

04/14/2009

04/03/2009

04/14/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

investigate any acts or reports of abuse, neglect or mistreatment of residents.

| | | |
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| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

| | | |
|---|----------|-------------|
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
|---|----------|-------------|

| | | |
|--|----------|---|
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

| | | |
|--|----------|---|
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

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|--|----------|---|
| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

| | | |
|--|----------|---|
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
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|---|----------|---|
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

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|--|----------|---|
| Keep all essential equipment working safely. | Isolated | Minimal harm or potential for actual harm |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|----------------------------------|----------------------------|
| 145480 | MATTOON HEALTHCARE AND REHAB CTR | 2121 SOUTH NINTH |
| 145497 | THREE SPRINGS LODGE NURSING H | 161 THREE SPRINGS ROAD |
| 145566 | ALTON MEM HSP HATCH SK N W | ONE MEMORIAL DRIVE |
| 145700 | LEXINGTON OF CHICAGO RIDGE | 10300 SOUTHWEST HIGHWAY |
| 145764 | RENAISSANCE PARK SOUTH | 10935 SOUTH HALSTED STREET |
| 145764 | RENAISSANCE PARK SOUTH | 10935 SOUTH HALSTED STREET |
| 145792 | WOODBRIIDGE NURSING PAVILION | 2242 NORTH KEDZIE |
| 145792 | WOODBRIIDGE NURSING PAVILION | 2242 NORTH KEDZIE |
| 145856 | ALL FAITH PAVILION | 3500 SOUTH GILES AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---------------|----|-------|----------------|
| MATTOON | IL | 61938 | (217) 235-7138 |
| CHESTER | IL | 62233 | (618) 826-3210 |
| ALTON | IL | 62002 | (618) 463-7140 |
| CHICAGO RIDGE | IL | 60415 | (708) 425-1100 |
| CHICAGO | IL | 60628 | (773) 928-2000 |
| CHICAGO | IL | 60628 | (773) 928-2000 |
| CHICAGO | IL | 60647 | (773) 486-7700 |
| CHICAGO | IL | 60647 | (773) 486-7700 |
| CHICAGO | IL | 60653 | (312) 326-2000 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/26/2009

04/14/2009

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04/14/2009

04/14/2009

04/14/2009

04/02/2009

04/14/2009

04/13/2009

04/14/2009

04/13/2009

04/14/2009

04/01/2009

04/14/2009

04/01/2009

04/14/2009

03/20/2009

04/14/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---|----------|---|
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Immediate jeopardy to resident health or safety |
| Make sure that the nursing home area is free of dangers that cause | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--------------------------------|-------------------------|
| | | AVENUE |
| 145856 | ALL FAITH PAVILION | 3500 SOUTH GILES AVENUE |
| 145856 | ALL FAITH PAVILION | 3500 SOUTH GILES AVENUE |
| 145983 | RENAISSANCE AT 87TH STREET,THE | 2940 WEST 87TH STREET |
| 146034 | TILLERS NSG AND REHAB CTR | 4390 ROUTE 71 |
| 146071 | HOME BRIDGE CENTER | 1701 WEST 5TH AVENUE |
| 146076 | MANOR COURT OF CLINTON | 1 PARK LANE WEST |
| 146076 | MANOR COURT OF CLINTON | 1 PARK LANE WEST |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---------|----|-------|----------------|
| CHICAGO | IL | 60653 | (312) 326-2000 |
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| CHICAGO | IL | 60653 | (312) 326-2000 |
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| CHICAGO | IL | 60652 | (773) 434-8787 |
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| OSWEGO | IL | 60543 | (630) 554-1001 |
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| BELVIDERE | IL | 61008 | (815) 547-5451 |
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| CLINTON | IL | 61727 | (217) 935-8500 |
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| CLINTON | IL | 61727 | (217) 935-8500 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/20/2009

04/14/2009

03/20/2009

04/14/2009

04/13/2009

04/14/2009

03/16/2009

04/14/2009

04/03/2009

04/14/2009

04/02/2009

04/14/2009

04/02/2009

04/14/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| area is free of dangers that cause accidents. | | |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Provide services to meet the needs and preferences of each resident. | Pattern | Potential for minimal harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|--------------------------------|--------------------------------|
| 145197 | CONCORD NURSING & REHAB CENTER | 9401 SOUTH RIDGELAND AVENUE |
| 145197 | CONCORD NURSING & REHAB CENTER | 9401 SOUTH RIDGELAND AVENUE |
| 145585 | CASEYVILLE NURSING & REHAB CTR | 601 WEST LINCOLN AVENUE |
| 145585 | CASEYVILLE NURSING & REHAB CTR | 601 WEST LINCOLN AVENUE |
| 145640 | CHURCH CREEK | 1250 WEST CENTRAL ROAD |
| 145895 | STEPHENSON NURSING CENTER | 2946 SOUTH WALNUT ROAD |
| 145983 | RENAISSANCE AT 87TH STREET,THE | 2940 WEST 87TH STREET |
| 145079 | MENARD CONVALESCENT CENTER | 120 ANTLE STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|----------|----|-------|----------------|
| OAK LAWN | IL | 60453 | (708) 599-6700 |
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| OAK LAWN | IL | 60453 | (708) 599-6700 |
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|------------|----|-------|----------------|
| CASEYVILLE | IL | 62232 | (618) 345-3072 |
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| CASEYVILLE | IL | 62232 | (618) 345-3072 |
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| ARLINGTON HTS | IL | 60005 | (847) 506-3223 |
|---------------|----|-------|----------------|

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| FREEPORT | IL | 61032 | (815) 235-6173 |
|----------|----|-------|----------------|

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| CHICAGO | IL | 60652 | (773) 434-8787 |
|---------|----|-------|----------------|

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| PETERSBURG | IL | 62675 | (217) 632-2249 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/27/2009

04/13/2009

03/27/2009

04/13/2009

03/04/2009

04/13/2009

03/04/2009

04/13/2009

03/09/2009

04/13/2009

03/27/2009

04/13/2009

02/25/2009

04/13/2009

04/09/2009

04/10/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

abuse, neglect or mistreatment of residents.

| | | |
|--|----------|---|
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

| | | |
|--|----------|---|
| Get doctor orders for the resident's immediate care when admitted. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

| | | |
|--|----------|---|
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

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|--|----------|---|
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

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|---|----------|---|
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

| | | |
|--|----------|---|
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

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| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
|---|----------|-------------|

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|--|----------|---|
| Make sure that the nursing home area is free of dangers that cause | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|-----------------------------------|--------------------------------|
| 145221 | FAIRVIEW CARE CENTER OF JOLIET | 222 NORTH HAMMES |
| 145312 | NORTHWOODS CARE CENTRE | 2250 PEARL STREET |
| 145661 | JACKSON SQUARE N & REHAB CTR | 5130 WEST JACKSON BOULEVARD |
| 145661 | JACKSON SQUARE N & REHAB CTR | 5130 WEST JACKSON BOULEVARD |
| 145661 | JACKSON SQUARE N & REHAB CTR | 5130 WEST JACKSON BOULEVARD |
| 145813 | METROPOLIS NURSING & REHAB CENTER | 2299 METROPOLIS STREET |
| 145897 | LEBANON CARE CENTER | 1201 NORTH ALTON |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|------------|----|-------|----------------|
| JOLIET | IL | 60435 | (815) 725-0443 |
| BELVIDERE | IL | 61008 | (815) 544-0358 |
| CHICAGO | IL | 60644 | (773) 921-8000 |
| CHICAGO | IL | 60644 | (773) 921-8000 |
| CHICAGO | IL | 60644 | (773) 921-8000 |
| METROPOLIS | IL | 62960 | (618) 524-2634 |
| LEBANON | IL | 62254 | (618) 537-4401 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/26/2009

04/10/2009

04/08/2009

04/10/2009

03/19/2009

04/10/2009

03/19/2009

04/10/2009

03/19/2009

04/10/2009

04/08/2009

04/10/2009

04/07/2009

04/09/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| area is free of dangers that cause accidents. | | harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Pattern | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Give professional services that follow each resident's written care plan. | Isolated | Minimal harm or potential for actual harm |
| Make sure that each resident's | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|----------------------------------|------------------------|
| 145278 | STERLING PAVILION | 105 EAST 23RD STREET |
| 145278 | STERLING PAVILION | 105 EAST 23RD STREET |
| 145678 | LEXINGTON OF SCHAUMBURG | 675 SOUTH ROSELLE ROAD |
| 145900 | PRAIRIE VIEW CR CTR-LEWISTOWN | 175 EAST SYCAMORE |
| 145259 | ALDEN PARK STRATHMOOR | 5668 STRATHMOOR DRIVE |
| 145259 | ALDEN PARK STRATHMOOR | 5668 STRATHMOOR DRIVE |
| 145480 | MATTOON HEALTHCARE AND REHAB CTR | 2121 SOUTH NINTH |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|----------|----|-------|----------------|
| STERLING | IL | 61081 | (815) 626-4264 |
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| STERLING | IL | 61081 | (815) 626-4264 |
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|------------|----|-------|----------------|
| SCHAUMBURG | IL | 60193 | (847) 352-5500 |
|------------|----|-------|----------------|

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|-----------|----|-------|----------------|
| LEWISTOWN | IL | 61542 | (309) 547-2267 |
|-----------|----|-------|----------------|

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| ROCKFORD | IL | 61107 | (815) 229-5200 |
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| ROCKFORD | IL | 61107 | (815) 229-5200 |
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| MATTOON | IL | 61938 | (217) 235-7138 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

12/23/2008

04/08/2009

12/23/2008

04/08/2009

03/16/2009

04/08/2009

03/20/2009

04/08/2009

03/26/2009

04/07/2009

03/26/2009

04/07/2009

03/11/2009

04/07/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| nutritional needs were met. | | harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Immediate jeopardy to resident health or safety |
| Use a registered nurse at least 8 hours a day, 7 days a week. | Widespread | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Give each resident enough fluids to keep them healthy and prevent dehydration. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

145685 MOUNT VERNON COUNTRYSIDE MANOR 606 EAST IL HWY 15

145685 MOUNT VERNON COUNTRYSIDE MANOR 606 EAST IL HWY 15

145685 MOUNT VERNON COUNTRYSIDE MANOR 606 EAST IL HWY 15

145685 MOUNT VERNON COUNTRYSIDE MANOR 606 EAST IL HWY 15

145899 LEXINGTON OF ORLAND PARK 14601 SOUTH JOHN

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

MOUNT VERNON IL 62864 (618) 242-1800

ORLAND PARK IL 60462 (708) 349-8300

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/26/2009

04/07/2009

02/26/2009

04/07/2009

02/26/2009

04/07/2009

02/26/2009

04/07/2009

03/12/2009

04/06/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.

Isolated

Minimal harm or potential for actual harm

Give professional services that follow each resident's written care plan.

Isolated

Minimal harm or potential for actual harm

Keep accurate and appropriate medical records.

Isolated

Minimal harm or potential for actual harm

Provide services to meet the

Isolated

Minimal harm or potential for actual

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

HUMPHREY DR

145899

LEXINGTON OF ORLAND PARK

14601 SOUTH JOHN
HUMPHREY DR

145899

LEXINGTON OF ORLAND PARK

14601 SOUTH JOHN
HUMPHREY DR

146039

EASTVIEW TERRACE

100 EASTVIEW PLACE

146039

EASTVIEW TERRACE

100 EASTVIEW PLACE

146039

EASTVIEW TERRACE

100 EASTVIEW PLACE

146040

WILLOW ROSE REHAB & HEALTH

410 FLETCHER

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

ORLAND PARK IL 60462 (708) 349-8300

ORLAND PARK IL 60462 (708) 349-8300

SULLIVAN IL 61951 (217) 728-7367

SULLIVAN IL 61951 (217) 728-7367

SULLIVAN IL 61951 (217) 728-7367

JERSEYVILLE IL 62052 (618) 498-6427

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/12/2009

04/06/2009

03/12/2009

04/06/2009

04/03/2009

04/06/2009

04/03/2009

04/06/2009

04/03/2009

04/06/2009

03/18/2009

04/06/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| needs and preferences of each resident. | | harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency



146075

GRANITE NURSING & REHABILITATION

3500 CENTURY DRIVE

145336

WARREN BARR PAVILION

66 WEST OAK STREET

145336

WARREN BARR PAVILION

66 WEST OAK STREET

145029

PROVENA VILLA FRANCISCAN

210 NORTH
SPRINGFIELD

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency



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| GRANITE CITY | IL | 62040 | (618) 877-2700 |
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| CHICAGO | IL | 60610 | (312) 705-5100 |
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| CHICAGO | IL | 60610 | (312) 705-5100 |
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| JOLIET | IL | 60435 | (815) 725-3400 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/25/2009

04/06/2009

03/06/2009

04/05/2009

03/06/2009

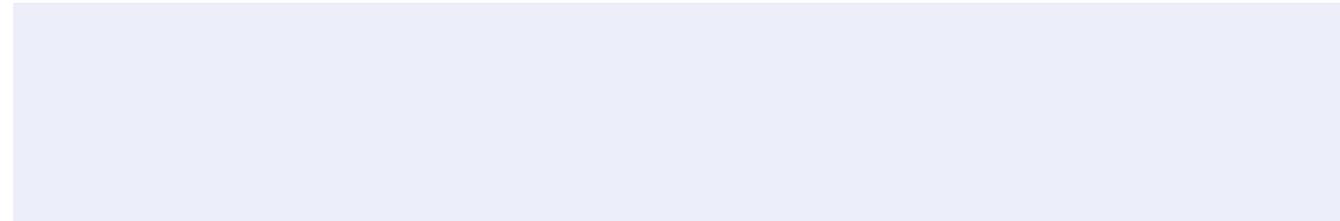
04/05/2009

03/16/2009

04/03/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency



Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Make sure that each resident who enters the nursing home

Isolated

Actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|------------------------------|------------------------------------|
| | | AVENUE |
| 145029 | PROVENA VILLA FRANCISCAN | 210 NORTH SPRINGFIELD AVENUE |
| 145029 | PROVENA VILLA FRANCISCAN | 210 NORTH SPRINGFIELD AVENUE |
| 145785 | GRANGE NURSING HOME | 901 NORTH TENTH STREET |
| 145785 | GRANGE NURSING HOME | 901 NORTH TENTH STREET |
| 145927 | WINDMILL NURSING PAVILION | 16000 SOUTH WABASH |
| 145942 | OAK LAWN RESPIRATORY & REHAB | 9525 SOUTH MAYFIELD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| JOLIET | IL | 60435 | (815) 725-3400 |
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| JOLIET | IL | 60435 | (815) 725-3400 |
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| MASCOUTAH | IL | 62258 | (618) 566-2183 |
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| MASCOUTAH | IL | 62258 | (618) 566-2183 |
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|---------------|----|-------|----------------|
| SOUTH HOLLAND | IL | 60473 | (708) 339-0600 |
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| OAK LAWN | IL | 60453 | (708) 636-7000 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/24/2009

04/03/2009

03/24/2009

04/03/2009

03/19/2009

04/03/2009

03/19/2009

04/03/2009

03/09/2009

04/03/2009

03/30/2009

04/03/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| without a catheter is not given a catheter, unless it is necessary. | | |
| Make sure that residents are safe from serious medication errors. | Isolated | Actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145995 | RENAISSANCE AT MIDWAY, THE | 4437 SOUTH CICERO |
| 145585 | CASEYVILLE NURSING & REHAB CTR | 601 WEST LINCOLN AVENUE |
| 145585 | CASEYVILLE NURSING & REHAB CTR | 601 WEST LINCOLN AVENUE |
| 145714 | OAK PARK HEALTHCARE CENTER | 625 NORTH HARLEM |
| 145714 | OAK PARK HEALTHCARE CENTER | 625 NORTH HARLEM |
| 145406 | RANDOLPH COUNTY CARE CENTER | 312 WEST BELMONT |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

CHICAGO IL 60632 (773) 884-0484

CASEYVILLE IL 62232 (618) 345-3072

CASEYVILLE IL 62232 (618) 345-3072

OAK PARK IL 60302 (708) 848-5966

OAK PARK IL 60302 (708) 848-5966

SPARTA IL 62286 (618) 443-4351

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/02/2009

04/03/2009

03/24/2009

04/02/2009

03/24/2009

04/02/2009

03/05/2009

04/02/2009

03/05/2009

04/02/2009

03/19/2009

04/01/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents are safe from serious medication errors. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|------------------------------|---------------------------|
| 145718 | CRESTWOOD CARE CENTRE | 14255 SOUTH CICERO AVENUE |
| 145718 | CRESTWOOD CARE CENTRE | 14255 SOUTH CICERO AVENUE |
| 145718 | CRESTWOOD CARE CENTRE | 14255 SOUTH CICERO AVENUE |
| 145718 | CRESTWOOD CARE CENTRE | 14255 SOUTH CICERO AVENUE |
| 145718 | CRESTWOOD CARE CENTRE | 14255 SOUTH CICERO AVENUE |
| 145758 | GLENWOOD HEALTHCARE & REHAB. | 19330 SOUTH COTTAGE GROVE |
| 145758 | GLENWOOD HEALTHCARE & REHAB. | 19330 SOUTH COTTAGE GROVE |
| 145758 | GLENWOOD HEALTHCARE & REHAB. | 19330 SOUTH COTTAGE GROVE |
| 145758 | GLENWOOD HEALTHCARE & REHAB. | 19330 SOUTH |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| CRESTWOOD | IL | 60445 | (708) 371-0400 |
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| CRESTWOOD | IL | 60445 | (708) 371-0400 |
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| CRESTWOOD | IL | 60445 | (708) 371-0400 |
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| CRESTWOOD | IL | 60445 | (708) 371-0400 |
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| CRESTWOOD | IL | 60445 | (708) 371-0400 |
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| GLENWOOD | IL | 60425 | (708) 758-6200 |
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| GLENWOOD | IL | 60425 | (708) 758-6200 |
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| GLENWOOD | IL | 60425 | (708) 758-6200 |
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| GLENWOOD | IL | 60425 | (708) 758-6200 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/19/2009

04/01/2009

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04/01/2009

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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Environmental Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Nutrition and Dietary Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Resident Rights Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature. | Isolated | Minimal harm or potential for actual harm |
| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
| Make sure that a working call system is available in each resident's room or bathroom and bathing area. | Isolated | Minimal harm or potential for actual harm |
| Provide care in a way that keeps or builds each resident's dignity and self respect. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Give proper treatment to | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|-----------------------------------|---------------------------|
| 145758 | GLENWOOD HEALTHCARE & REHAB. | 19330 SOUTH COTTAGE GROVE |
| 145758 | GLENWOOD HEALTHCARE & REHAB. | 19330 SOUTH COTTAGE GROVE |
| 145758 | GLENWOOD HEALTHCARE & REHAB. | 19330 SOUTH COTTAGE GROVE |
| 145950 | ROCK ISLAND NURSING & REHB CENTER | 2545 24TH STREET |
| 145259 | ALDEN PARK STRATHMOOR | 5668 STRATHMOOR DRIVE |
| 145259 | ALDEN PARK STRATHMOOR | 5668 STRATHMOOR DRIVE |
| 145499 | FAYETTE COUNTY HOSPITAL | 650 W TAYLOR ST |

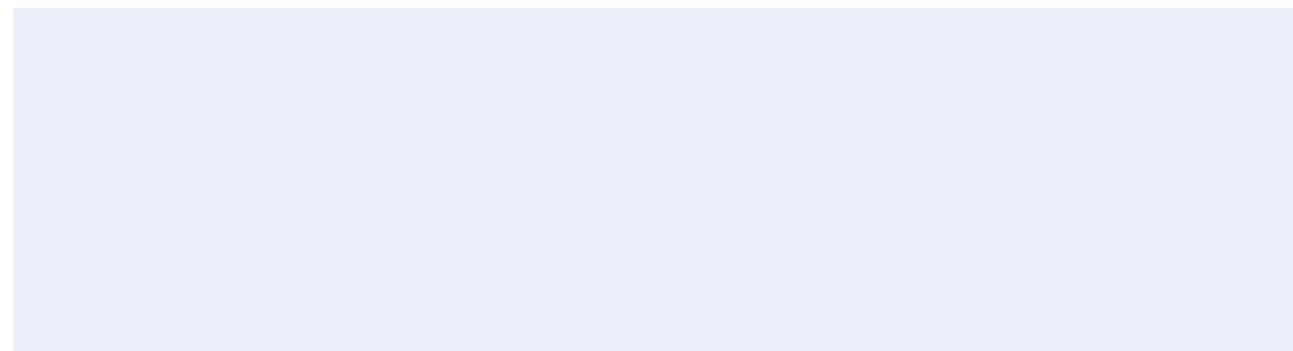
Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| GLENWOOD | IL | 60425 | (708) 758-6200 |
| GLENWOOD | IL | 60425 | (708) 758-6200 |
| GLENWOOD | IL | 60425 | (708) 758-6200 |
| ROCK ISLAND | IL | 61201 | (309) 788-0458 |
| ROCKFORD | IL | 61107 | (815) 229-5200 |
| ROCKFORD | IL | 61107 | (815) 229-5200 |
| VANDALIA | IL | 62471 | (618) 283-1231 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency



04/01/2009

04/01/2009

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03/10/2009

04/01/2009

03/10/2009

03/31/2009

03/10/2009

03/31/2009

03/30/2009

03/31/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible. | Isolated | Minimal harm or potential for actual harm |
| Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly. | Isolated | Minimal harm or potential for actual harm |
| Give or get lab tests to meet the needs of residents. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that follow each resident's written care plan. | Isolated | Minimal harm or potential for actual harm |
| Give or get dental care for each resident. | Isolated | Minimal harm or potential for actual harm |
| Provide services to meet the needs and preferences of each resident. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

145508 HIGHLAND HEALTH CARE CENTER 1450 26TH STREET

145650 PALOS HILLS HEALTHCARE 10426 SOUTH ROBERTS

145877 DOLTON NURSING & REHAB 14325 SOUTH

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| HIGHLAND | IL | 62249 | (618) 654-2368 |
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| HIGHLAND | IL | 62249 | (618) 654-2368 |
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| HIGHLAND | IL | 62249 | (618) 654-2368 |
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| HIGHLAND | IL | 62249 | (618) 654-2368 |
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| PALOS HILLS | IL | 60465 | (708) 598-3460 |
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| DOLTON | IL | 60419 | (708) 849-5000 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/09/2009

03/31/2009

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03/31/2009

03/09/2009

03/31/2009

03/09/2009

03/31/2009

03/12/2009

03/31/2009

01/13/2009

03/31/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Administration Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan. | Isolated | Minimal harm or potential for actual harm |
| Keep accurate and appropriate medical records. | Isolated | Minimal harm or potential for actual harm |
| Make a complete assessment that covers all questions for areas that are listed in official regulations. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Make sure that the nursing home | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

BLACKSTONE

145624

FLORA GARDENS CARE CENTER

701 SHADWELL
AVENUE

145877

DOLTON NURSING & REHAB

14325 SOUTH
BLACKSTONE

146021

NATURE TRAIL HEALTH CARE CENTER

1001 SOUTH 34TH
STREET

145384

EDEN VILLAGE CARE CENTER

400 SOUTH STATION
ROAD

145726

TIMBER POINT HEALTHCARE CENTER

205 EAST SPRING
STREET

145726

TIMBER POINT HEALTHCARE CENTER

205 EAST SPRING
STREET

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| FLORA | IL | 62839 | (618) 662-8361 |
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| DOLTON | IL | 60419 | (708) 849-5000 |
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| MOUNT VERNON | IL | 62864 | (618) 242-5700 |
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| GLEN CARBON | IL | 62034 | (618) 288-5014 |
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| CAMP POINT | IL | 62320 | (217) 593-7734 |
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| CAMP POINT | IL | 62320 | (217) 593-7734 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/19/2009

03/30/2009

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03/28/2009

03/10/2009

03/27/2009

03/13/2009

03/27/2009

03/13/2009

03/27/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

area is free of dangers that cause accidents.

Give professional services that meet a professional standard of quality.

Pattern

Potential for minimal harm

Provide enough notice before discharging or transferring a resident.

Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Have a program to keep infection from spreading.

Pattern

Potential for minimal harm

Give professional services that follow each resident's written care plan.

Pattern

Minimal harm or potential for actual harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145866 | HICKORY NURSING PAVILION | 9246 SOUTH ROBERTS ROAD |
| 146015 | HEARTHSTONE MANOR | 920 N SEMINARY AVE P O BOX 520 |
| 145142 | ALDEN ALMA NELSON MANOR | 550 SOUTH MULFORD AVENUE |
| 145142 | ALDEN ALMA NELSON MANOR | 550 SOUTH MULFORD AVENUE |
| 145142 | ALDEN ALMA NELSON MANOR | 550 SOUTH MULFORD AVENUE |
| 145241 | HELIA SOUTHBELT HEALTHCARE | 101 SOUTH BELT WEST |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| HICKORY HILLS | IL | 60457 | (708) 598-4040 |
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| WOODSTOCK | IL | 60098 | (815) 338-1749 |
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| ROCKFORD | IL | 61108 | (815) 484-1002 |
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| ROCKFORD | IL | 61108 | (815) 484-1002 |
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| ROCKFORD | IL | 61108 | (815) 484-1002 |
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| BELLEVILLE | IL | 62220 | (618) 277-7700 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/09/2009

03/27/2009

02/23/2009

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03/12/2009

03/26/2009

03/12/2009

03/26/2009

03/12/2009

03/26/2009

02/25/2009

03/26/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| abuse, neglect or mistreatment of residents. | | |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Have enough nurses to care for every resident in a way that maximizes the resident's well being. | Pattern | Minimal harm or potential for actual harm |
| Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature. | Pattern | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145253 | HELIA HEALTHCARE OF ZION | 1805 27TH STREET |
| 145775 | HARMONY NURSING & REHAB CENTER | 3919 WEST FOSTER AVENUE |
| 145775 | HARMONY NURSING & REHAB CENTER | 3919 WEST FOSTER AVENUE |
| 145922 | COBDEN REHAB & NURSING CENTER | 430 SOUTH FRONT STREET |
| 146005 | ASTA CARE CENTER - FORD COUNTY | 1240 NORTH MARKET STREET |
| 146005 | ASTA CARE CENTER - FORD COUNTY | 1240 NORTH MARKET STREET |
| 145877 | DOLTON NURSING & REHAB | 14325 SOUTH BLACKSTONE |
| 145549 | BELHAVEN NURSING & REHAB CENTER | 11401 SOUTH OAKLEY AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| ZION | IL | 60099 | (847) 746-3736 |
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| CHICAGO | IL | 60625 | (773) 588-9500 |
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| CHICAGO | IL | 60625 | (773) 588-9500 |
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| COBDEN | IL | 62920 | (618) 893-4214 |
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| PAXTON | IL | 60957 | (217) 379-4896 |
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| PAXTON | IL | 60957 | (217) 379-4896 |
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| DOLTON | IL | 60419 | (708) 849-5000 |
|--------|----|-------|----------------|

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| CHICAGO | IL | 60643 | (773) 233-6311 |
|---------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/13/2009

03/26/2009

03/04/2009

03/26/2009

03/04/2009

03/26/2009

03/10/2009

03/26/2009

02/20/2009

03/26/2009

02/20/2009

03/26/2009

02/20/2009

03/25/2009

03/06/2009

03/24/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
| Provide services to meet the needs and preferences of each resident. | Pattern | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Pattern | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give residents proper treatment to prevent new bed (pressure) | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145613 | ATRIUM HC & REHAB CTR OF CAHOKIA | 3354 JEROME LANE |
| 146084 | PLEASANT VIEW REHAB & HCC | 500 NORTH JACKSON STREET |
| 145612 | SPRINGS AT CRYSTAL LAKE | 1000 EAST BRIGHTON LANE |
| 146059 | BARTON W STONE - JACKSONVILLE | 873 GROVE STREET |
| 145222 | WOODSTOCK RESIDENCE | 309 MCHENRY AVENUE |
| 145289 | HELIA HEALTHCARE OF BELLEVILLE | 40 NORTH 64TH STREET |
| 145413 | ASTA CARE CENTER OF TOLUCA | 101 EAST VIA GHIGLIERI |
| 145454 | CARLINVILLE REHAB & HCC | 751 NORTH OAK STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

CAHOKIA IL 62206 (618) 337-9400

MORRISON IL 61270 (815) 772-7288

CRYSTAL LAKE IL 60012 (815) 477-6569

JACKSONVILLE IL 62650 (217) 479-3400

WOODSTOCK IL 60098 (815) 338-1700

BELLEVILLE IL 62223 (618) 397-8400

TOLUCA IL 61369 (815) 452-2367

CARLINVILLE IL 62626 (217) 854-2511

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/05/2009

03/24/2009

03/06/2009

03/24/2009

03/04/2009

03/23/2009

02/26/2009

03/21/2009

03/10/2009

03/20/2009

03/16/2009

03/20/2009

02/25/2009

03/20/2009

03/03/2009

03/20/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

sores or heal existing bed sores.

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| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
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| Use a registered nurse at least 8 hours a day, 7 days a week. | Widespread | Minimal harm or potential for actual harm |
|---|------------|---|

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| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
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| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
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| Give professional services that meet a professional standard of quality. | Pattern | Potential for minimal harm |
|--|---------|----------------------------|

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| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
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| Provide social services for related medical problems to help each resident achieve the highest possible quality of life. | Isolated | Minimal harm or potential for actual harm |
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|---|----------|---|
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's | Isolated | Minimal harm or potential for actual harm |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145757 | CARBONDALE REHAB & NURSING CENTER | 120 NORTH TOWER ROAD |
| 146020 | ROSEVILLE REHAB & HEALTH CARE | 145 S CHAMBERLAIN ST, BOX 770 |
| 146108 | MANOR COURT OF PEORIA | 6900 NORTH STALWORTH |
| 146108 | MANOR COURT OF PEORIA | 6900 NORTH STALWORTH |
| 145253 | HELIA HEALTHCARE OF ZION | 1805 27TH STREET |
| 145737 | LEXINGTON OF LAGRANGE | 4735 WILLOW SPRINGS ROAD |
| 145389 | WATSEKA REHAB & HLTH CARE CTR | 715 EAST RAYMOND |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| CARBONDALE | IL | 62901 | (618) 549-3355 |
| ROSEVILLE | IL | 61473 | (309) 426-2134 |
| PEORIA | IL | 61615 | (309) 693-1400 |
| PEORIA | IL | 61615 | (309) 693-1400 |
| ZION | IL | 60099 | (847) 746-3736 |
| LA GRANGE | IL | 60525 | (630) 327-5814 |
| WATSEKA | IL | 60970 | (815) 432-5476 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/11/2009

03/20/2009

03/10/2009

03/20/2009

03/05/2009

03/20/2009

03/05/2009

03/20/2009

02/13/2009

03/19/2009

03/09/2009

03/19/2009

02/24/2009

03/18/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health Environmental Deficiencies

Health Environmental Deficiencies

Health Resident Rights Deficiencies

Health Mistreatment Deficiencies

Health Resident Rights Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | | |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Have a program to keep infection from spreading. | Widespread | Potential for minimal harm |
| Have a private telephone available for use. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Provide enough notice before discharging or transferring a resident. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Give each resident enough fluids | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

ROAD

145389

WATSEKA REHAB & HLTH CARE CTR

715 EAST RAYMOND
ROAD

145708

COUNTRY HEALTH

RURAL ROUTE 1 BOX
14

145708

COUNTRY HEALTH

RURAL ROUTE 1 BOX
14

145727

POLO REHAB & HCC

703 EAST BUFFALO

145764

RENAISSANCE PARK SOUTH

10935 SOUTH
HALSTED STREET

145764

RENAISSANCE PARK SOUTH

10935 SOUTH
HALSTED STREET

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

WATSEKA IL 60970 (815) 432-5476

GIFFORD IL 61847 (217) 568-7362

GIFFORD IL 61847 (217) 568-7362

POLO IL 61064 (815) 946-2203

CHICAGO IL 60628 (773) 928-2000

CHICAGO IL 60628 (773) 928-2000

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/24/2009

03/18/2009

03/13/2009

03/18/2009

03/13/2009

03/18/2009

03/18/2009

03/18/2009

03/17/2009

03/18/2009

03/17/2009

03/18/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

to keep them healthy and prevent dehydration.

harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--------------------------------|------------------------------|
| 145874 | MEADOWBROOK MANOR - NAPERVILLE | 720 RAYMOND DRIVE |
| 146005 | ASTA CARE CENTER - FORD COUNTY | 1240 NORTH MARKET STREET |
| 145006 | AURORA REHAB & LIVING CENTER | 1601 NORTH FARNSWORTH AVENUE |
| 145266 | FONDULAC REHABILITATION & HCC | 901 ILLINI DRIVE |
| 145388 | RICHLAND CARE & REHAB | 410 EAST MACK |
| 145388 | RICHLAND CARE & REHAB | 410 EAST MACK |
| 145388 | RICHLAND CARE & REHAB | 410 EAST MACK |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|-------------|----|-------|----------------|
| NAPERVILLE | IL | 60563 | (630) 355-0220 |
| PAXTON | IL | 60957 | (217) 379-4896 |
| AURORA | IL | 60505 | (630) 898-1180 |
| EAST PEORIA | IL | 61611 | (309) 694-6446 |
| OLNEY | IL | 62450 | (618) 395-7421 |
| OLNEY | IL | 62450 | (618) 395-7421 |
| OLNEY | IL | 62450 | (618) 395-7421 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/04/2009

03/18/2009

03/17/2009

03/18/2009

02/03/2009

03/17/2009

02/26/2009

03/17/2009

02/18/2009

03/17/2009

02/18/2009

03/17/2009

02/18/2009

03/17/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | | |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Let the resident or the resident's representative look at all records. | Pattern | Potential for minimal harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Immediate jeopardy to resident health or safety |
| 1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that follow each resident's written care plan. | Pattern | Minimal harm or potential for actual harm |
| Protect each resident from all abuse, physical punishment, and being separated from others. | Isolated | Actual harm |
| 1) Hire only people who have no | Pattern | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|-------------------------------------|----------------------------|
| 145388 | RICHLAND CARE & REHAB | 410 EAST MACK |
| 145726 | TIMBER POINT HEALTHCARE CENTER | 205 EAST SPRING STREET |
| 145726 | TIMBER POINT HEALTHCARE CENTER | 205 EAST SPRING STREET |
| 145853 | CENTRAL BAPTIST VILLAGE | 4747 NORTH CANFIELD AVENUE |
| 145947 | PLAZA NURSING AND REHAB CTR | 3249 WEST 147TH STREET |
| 146016 | SUNSET REHABILITATION & HEALTH CARE | 129 SOUTH 1ST AVENUE |
| 145726 | TIMBER POINT HEALTHCARE CENTER | 205 EAST SPRING |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

OLNEY IL 62450 (618) 395-7421

CAMP POINT IL 62320 (217) 593-7734

CAMP POINT IL 62320 (217) 593-7734

NORRIDGE IL 60656 (708) 583-8500

MIDLOTHIAN IL 60445 (708) 389-3141

CANTON IL 61520 (309) 647-4327

CAMP POINT IL 62320 (217) 593-7734

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/18/2009

03/17/2009

02/25/2009

03/17/2009

02/25/2009

03/17/2009

03/02/2009

03/17/2009

03/16/2009

03/17/2009

03/06/2009

03/17/2009

02/25/2009

03/16/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Mistreatment Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

harm

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.

Pattern

Minimal harm or potential for actual harm

Give each resident enough fluids to keep them healthy and prevent dehydration.

Isolated

Actual harm

Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.

Isolated

Minimal harm or potential for actual harm

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.

Pattern

Immediate jeopardy to resident health or safety

Have a detailed, written plan for disasters and emergencies.

Isolated

Minimal harm or potential for actual harm

Use a registered nurse at least 8 hours a day, 7 days a week.

Widespread

Minimal harm or potential for actual harm

Make sure that each resident

Isolated

Minimal harm or potential for actual

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

STREET

| | | |
|--------|--------------------------------|------------------------|
| 145726 | TIMBER POINT HEALTHCARE CENTER | 205 EAST SPRING STREET |
| 145868 | ARLINGTON REHAB & LIVING CTR | 1666 CHECKER ROAD |
| 145947 | PLAZA NURSING AND REHAB CTR | 3249 WEST 147TH STREET |
| 145947 | PLAZA NURSING AND REHAB CTR | 3249 WEST 147TH STREET |
| 146116 | LA SALLE COUNTY NURSING HOME | 1380 NORTH 27TH ROAD |
| 145253 | HELIA HEALTHCARE OF ZION | 1805 27TH STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|------------|----|-------|----------------|
| CAMP POINT | IL | 62320 | (217) 593-7734 |
|------------|----|-------|----------------|

| | | | |
|------------|----|-------|----------------|
| LONG GROVE | IL | 60047 | (847) 419-1111 |
|------------|----|-------|----------------|

| | | | |
|------------|----|-------|----------------|
| MIDLOTHIAN | IL | 60445 | (708) 389-3141 |
|------------|----|-------|----------------|

| | | | |
|------------|----|-------|----------------|
| MIDLOTHIAN | IL | 60445 | (708) 389-3141 |
|------------|----|-------|----------------|

| | | | |
|--------|----|-------|----------------|
| OTTAWA | IL | 61350 | (815) 433-0476 |
|--------|----|-------|----------------|

| | | | |
|------|----|-------|----------------|
| ZION | IL | 60099 | (847) 746-3736 |
|------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/25/2009

03/16/2009

02/18/2009

03/16/2009

01/30/2009

03/16/2009

01/30/2009

03/16/2009

03/02/2009

03/16/2009

03/05/2009

03/13/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Health

Pharmacy Service Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| who enters the nursing home without a catheter is not given a catheter, unless it is necessary. | | harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|------------------------------------|---------------------------|
| 145433 | PROVENA PINE VIEW CARE CENTER | 611 ALLEN LANE |
| 145433 | PROVENA PINE VIEW CARE CENTER | 611 ALLEN LANE |
| 145718 | CRESTWOOD CARE CENTRE | 14255 SOUTH CICERO AVENUE |
| 145718 | CRESTWOOD CARE CENTRE | 14255 SOUTH CICERO AVENUE |
| 145752 | ARBOR, THE | 535 SOUTH ELM |
| 145752 | ARBOR, THE | 535 SOUTH ELM |
| 145752 | ARBOR, THE | 535 SOUTH ELM |
| 145778 | MIDWAY NEUROLOGICAL / REHAB CENTER | 8540 SOUTH HARLEM |
| 145778 | MIDWAY NEUROLOGICAL / REHAB CENTER | 8540 SOUTH HARLEM |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

ST CHARLES IL 60174 (630) 377-2211

ST CHARLES IL 60174 (630) 377-2211

CRESTWOOD IL 60445 (708) 371-0400

CRESTWOOD IL 60445 (708) 371-0400

ITASCA IL 60143 (630) 773-9416

ITASCA IL 60143 (630) 773-9416

ITASCA IL 60143 (630) 773-9416

BRIDGEVIEW IL 60455 (708) 598-2605

BRIDGEVIEW IL 60455 (708) 598-2605

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/17/2009 03/13/2009

02/17/2009 03/13/2009

02/24/2009 03/13/2009

02/24/2009 03/13/2009

02/18/2009 03/13/2009

02/18/2009 03/13/2009

02/18/2009 03/13/2009

02/13/2009 03/13/2009

02/13/2009 03/13/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that nurse aides show they have the skills to be able to care for residents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Be administered in a way that leads to the highest possible level of well being for each resident. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Immediate jeopardy to resident health or safety |
| Protect residents from mistreatment, neglect, and/or theft of personal property. | Isolated | Immediate jeopardy to resident health or safety |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Make a complete assessment that covers all questions for areas | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|------------------------------------|--------------------------|
| 145778 | MIDWAY NEUROLOGICAL / REHAB CENTER | 8540 SOUTH HARLEM |
| 145778 | MIDWAY NEUROLOGICAL / REHAB CENTER | 8540 SOUTH HARLEM |
| 145778 | MIDWAY NEUROLOGICAL / REHAB CENTER | 8540 SOUTH HARLEM |
| 145778 | MIDWAY NEUROLOGICAL / REHAB CENTER | 8540 SOUTH HARLEM |
| 145000 | WASHINGTON CHRISTIAN VILLAGE | 1201 NEWCASTLE |
| 145208 | BRIDGEVIEW HEALTH CARE CENTER | 8100 SOUTH HARLEM AVENUE |
| 145208 | BRIDGEVIEW HEALTH CARE CENTER | 8100 SOUTH HARLEM |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|------------|----|-------|----------------|
| BRIDGEVIEW | IL | 60455 | (708) 598-2605 |
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| BRIDGEVIEW | IL | 60455 | (708) 598-2605 |
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|------------|----|-------|----------------|
| BRIDGEVIEW | IL | 60455 | (708) 598-2605 |
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| BRIDGEVIEW | IL | 60455 | (708) 598-2605 |
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|------------|----|-------|----------------|
| WASHINGTON | IL | 61571 | (309) 444-3161 |
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| BRIDGEVIEW | IL | 60455 | (708) 594-5440 |
|------------|----|-------|----------------|

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| BRIDGEVIEW | IL | 60455 | (708) 594-5440 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/13/2009

03/13/2009

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02/13/2009

03/13/2009

02/20/2009

03/12/2009

02/24/2009

03/12/2009

02/24/2009

03/12/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Pharmacy Service Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| that covers all questions for areas that are listed in official regulations. | | harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly. | Isolated | Minimal harm or potential for actual harm |
| Keep accurate and appropriate medical records. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Have a program to keep infection from spreading. | Pattern | Potential for minimal harm |
| Make sure that each resident's nutritional needs were met. | Isolated | Actual harm |
| Provide care in a way that keeps | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

AVENUE

145363

MANORCARE OF OAK LAWN EAST

9401 SOUTH
KOSTNER AVENUE

145450

ALDEN LAKELAND REHAB & HCC

820 WEST LAWRENCE

145581

CAHOKIA NURSING & REHAB CENTER

2 ANNABLE COURT

145581

CAHOKIA NURSING & REHAB CENTER

2 ANNABLE COURT

145581

CAHOKIA NURSING & REHAB CENTER

2 ANNABLE COURT

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|----------|----|-------|----------------|
| OAK LAWN | IL | 60453 | (708) 423-7882 |
|----------|----|-------|----------------|

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|---------|----|-------|----------------|
| CHICAGO | IL | 60640 | (773) 769-2570 |
|---------|----|-------|----------------|

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|---------|----|-------|----------------|
| CAHOKIA | IL | 62206 | (618) 332-0114 |
|---------|----|-------|----------------|

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| CAHOKIA | IL | 62206 | (618) 332-0114 |
|---------|----|-------|----------------|

| | | | |
|---------|----|-------|----------------|
| CAHOKIA | IL | 62206 | (618) 332-0114 |
|---------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/02/2009

03/12/2009

02/19/2009

03/12/2009

02/11/2009

03/12/2009

02/11/2009

03/12/2009

02/11/2009

03/12/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

or builds each resident's dignity and self respect.

harm

Give professional services that meet a professional standard of quality.

Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Provide social services for related medical problems to help each resident achieve the highest possible quality of life.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|---------------------------|--------------------------------|
| 145593 | MANORCARE OF LIBERTYVILLE | 1500 SOUTH MILWAUKEE AVENUE |
|--------|---------------------------|--------------------------------|

| | | |
|--------|------------------------|---------------------------|
| 145611 | ST JAMES MANOR & VILLA | 1521 EAST RICHTON ROAD |
|--------|------------------------|---------------------------|

| | | |
|--------|-----------------------|------------------------|
| 145835 | LEXINGTON OF WHEELING | 730 WEST HINTZ ROAD |
|--------|-----------------------|------------------------|

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|--------|---------------------|------------------|
| 145044 | HERITAGE MANOR-PERU | 1301 21ST STREET |
|--------|---------------------|------------------|

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|--------|--------------------------------------|------------------------------|
| 145323 | CARRIER MILLS NURSING & REHAB CENTER | 6789 US RT 45, P O BOX 68 |
|--------|--------------------------------------|------------------------------|

| | | |
|--------|--------------------------------------|------------------------------|
| 145323 | CARRIER MILLS NURSING & REHAB CENTER | 6789 US RT 45, P O BOX 68 |
|--------|--------------------------------------|------------------------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------------|----|-------|----------------|
| LIBERTYVILLE | IL | 60048 | (847) 816-3200 |
|--------------|----|-------|----------------|

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|-------|----|-------|----------------|
| CRETE | IL | 60417 | (708) 367-4401 |
|-------|----|-------|----------------|

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|----------|----|-------|----------------|
| WHEELING | IL | 60090 | (847) 537-7474 |
|----------|----|-------|----------------|

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|------|----|-------|----------------|
| PERU | IL | 61354 | (815) 223-4901 |
|------|----|-------|----------------|

| | | | |
|---------------|----|-------|----------------|
| CARRIER MILLS | IL | 62917 | (618) 994-2323 |
|---------------|----|-------|----------------|

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|---------------|----|-------|----------------|
| CARRIER MILLS | IL | 62917 | (618) 994-2323 |
|---------------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/04/2009

03/12/2009

02/23/2009

03/12/2009

02/10/2009

03/12/2009

02/23/2009

03/11/2009

02/17/2009

03/11/2009

02/17/2009

03/11/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

significantly, or the resident must be transferred or discharged.

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

Give professional services that meet a professional standard of quality.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Provide needed housekeeping and maintenance.

Pattern

Potential for minimal harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|----------------------------------|------------------------------|
| 145371 | ASTA CARE CENTER OF BLOOMINGTN | 1509 NORTH CALHOUN STREET |
| 145371 | ASTA CARE CENTER OF BLOOMINGTN | 1509 NORTH CALHOUN STREET |
| 145371 | ASTA CARE CENTER OF BLOOMINGTN | 1509 NORTH CALHOUN STREET |
| 145489 | PIPER CITY REHAB & LIVING CENTER | 600 MAPLE STREET |
| 145686 | MORTON TERRACE CARE CENTER | 191 EAST QUEENWOOD ROAD |
| 145781 | APPLEWOOD REHABILITATION CENTER | 21020 KOSTNER AVENUE |
| 145804 | FAIRVIEW BAPTIST HOME | 250 VILLAGE DRIVE |
| 145804 | FAIRVIEW BAPTIST HOME | 250 VILLAGE DRIVE |
| 145834 | COLUMBUS PARK N & REHAB CENTER | 901 SOUTH AUSTIN |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|------------------|----|-------|----------------|
| BLOOMINGTON | IL | 61701 | (309) 827-6046 |
| BLOOMINGTON | IL | 61701 | (309) 827-6046 |
| BLOOMINGTON | IL | 61701 | (309) 827-6046 |
| PIPER CITY | IL | 60959 | (815) 686-2277 |
| MORTON | IL | 61550 | (309) 266-5331 |
| MATTESON | IL | 60443 | (708) 747-1300 |
| DOWNERS GROVE | IL | 60516 | (630) 769-6200 |
| DOWNERS GROVE | IL | 60516 | (630) 769-6200 |
| CHICAGO | IL | 60644 | (773) 287-5959 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/27/2009

03/11/2009

01/27/2009

03/11/2009

02/09/2009

03/11/2009

03/06/2009

03/11/2009

03/02/2009

03/11/2009

01/20/2009

03/11/2009

02/02/2009

03/11/2009

02/13/2009

03/11/2009

03/10/2009

03/11/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | |
|--------|----------------------------------|
| | |
| Health | Quality Care Deficiencies |
| Health | Pharmacy Service Deficiencies |
| Health | Environmental Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Resident Rights Deficiencies |
| Health | Resident Rights Deficiencies |
| Health | Pharmacy Service Deficiencies |
| Health | Resident Rights Deficiencies |
| Health | Resident Assessment Deficiencies |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| resident's family or representative; or 3) check and update the care plan. | | |
| Give professional services that meet a professional standard of quality. | Pattern | Minimal harm or potential for actual harm |
| Make sure that residents are safe from serious medication errors. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Provide care in a way that keeps or builds each resident's dignity and self respect. | Isolated | Minimal harm or potential for actual harm |
| Provide services to meet the needs and preferences of each resident. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents are safe from serious medication errors. | Isolated | Minimal harm or potential for actual harm |
| Try to resolve each resident's complaints quickly. | Isolated | Minimal harm or potential for actual harm |
| 1) Develop a complete care plan within 7 days of each resident's | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|--------------------------------|---------------------------|
| 145834 | COLUMBUS PARK N & REHAB CENTER | 901 SOUTH AUSTIN |
| 145874 | MEADOWBROOK MANOR - NAPERVILLE | 720 RAYMOND DRIVE |
| 145874 | MEADOWBROOK MANOR - NAPERVILLE | 720 RAYMOND DRIVE |
| 145874 | MEADOWBROOK MANOR - NAPERVILLE | 720 RAYMOND DRIVE |
| 145219 | BURGESS SQUARE HEALTHCARE CTR | 5801 SOUTH CASS AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|------------|----|-------|----------------|
| CHICAGO | IL | 60644 | (773) 287-5959 |
| NAPERVILLE | IL | 60563 | (630) 355-0220 |
| NAPERVILLE | IL | 60563 | (630) 355-0220 |
| NAPERVILLE | IL | 60563 | (630) 355-0220 |
| WESTMONT | IL | 60559 | (630) 971-2645 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/10/2009

03/11/2009

02/19/2009

03/11/2009

02/19/2009

03/11/2009

02/19/2009

03/11/2009

02/11/2009

03/10/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.

harm

Make sure that residents are safe from serious medication errors.

Isolated

Minimal harm or potential for actual harm

Keep each resident free from drugs that restrain them, unless needed for medical treatment.

Isolated

Minimal harm or potential for actual harm

Give professional services that meet a professional standard of quality.

Isolated

Minimal harm or potential for actual harm

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.

Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|---------------------------------|--------------------------|
| 145571 | CEDAR RIDGE HEALTH REHAB CENTER | ONE PERRYMAN STREET |
| 145668 | LINCOLN HOME, THE | 150 NORTH 27TH STREET |
| 145946 | RENAISSANCE AT HILLSIDE | 4600 NORTH FRONTAGE ROAD |
| 145946 | RENAISSANCE AT HILLSIDE | 4600 NORTH FRONTAGE ROAD |
| 146071 | HOME BRIDGE CENTER | 1701 WEST 5TH AVENUE |
| 145334 | BALLARD NURSING CENTER | 9300 BALLARD ROAD |
| 145372 | DEERBROOK CARE CENTRE | 306 NORTH LARKIN AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-------------|----|-------|----------------|
| LEBANON | IL | 62254 | (618) 537-6165 |
| BELLEVILLE | IL | 62226 | (618) 235-6600 |
| HILLSIDE | IL | 60162 | (708) 544-9933 |
| HILLSIDE | IL | 60162 | (708) 544-9933 |
| BELVIDERE | IL | 61008 | (815) 547-5451 |
| DES PLAINES | IL | 60016 | (847) 294-2300 |
| JOLIET | IL | 60435 | (815) 744-5560 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/24/2009

03/10/2009

03/02/2009

03/10/2009

03/06/2009

03/10/2009

03/06/2009

03/10/2009

02/23/2009

03/10/2009

02/17/2009

03/09/2009

02/11/2009

03/09/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Quality Care Deficiencies |
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| Health | Mistreatment Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Environmental Deficiencies |
|--------|----------------------------|

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| Health | Pharmacy Service Deficiencies |
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| Health | Resident Assessment Deficiencies |
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| Health | Quality Care Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---|----------|---|
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that residents are safe from serious medication errors. | Isolated | Minimal harm or potential for actual harm |
| Make a complete assessment that covers all questions for areas that are listed in official regulations. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145621 | PAVILION OF WAUKEGAN | 2217 WASHINGTON STREET |
| 145714 | OAK PARK HEALTHCARE CENTER | 625 NORTH HARLEM |
| 145714 | OAK PARK HEALTHCARE CENTER | 625 NORTH HARLEM |
| 145784 | BRIAR PLACE | 6800 WEST JOLIET |
| 145784 | BRIAR PLACE | 6800 WEST JOLIET |
| 1.40E+246 | CARE CENTER OF JACKSONVILLE | 1320 TENDICK, P O BOX 1115 |
| 1.40E+246 | CARE CENTER OF JACKSONVILLE | 1320 TENDICK, P O BOX 1115 |
| 1.40E+246 | CARE CENTER OF JACKSONVILLE | 1320 TENDICK, P O BOX 1115 |
| 1.40E+246 | CARE CENTER OF JACKSONVILLE | 1320 TENDICK, P O BOX 1115 |
| 1.40E+246 | CARE CENTER OF JACKSONVILLE | 1320 TENDICK, P O BOX 1115 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

WAUKEGAN IL 60085 (847) 244-4100

OAK PARK IL 60302 (708) 848-5966

OAK PARK IL 60302 (708) 848-5966

INDIAN HEAD
PARK IL 60525 (708) 246-8500

INDIAN HEAD
PARK IL 60525 (708) 246-8500

JACKSONVILLE IL 62650 (217) 243-6405

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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01/29/2009 03/09/2009

01/29/2009 03/09/2009

02/19/2009 03/09/2009

02/19/2009 03/09/2009

02/13/2009 03/09/2009

02/13/2009 03/09/2009

02/13/2009 03/09/2009

02/13/2009 03/09/2009

02/13/2009 03/09/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Pharmacy Service Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents are safe from serious medication errors. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents are safe from serious medication errors. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Provide social services for related medical problems to help each resident achieve the highest possible quality of life. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that follow each resident's written care plan. | Isolated | Minimal harm or potential for actual harm |
| Use a registered nurse at least 8 hours a day, 7 days a week. | Pattern | Minimal harm or potential for actual harm |
| Give or get special rehabilitation if in the patient's plan of care. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

BOX 1115

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|--------|--------------------------------|---------------------------|
| 145424 | GLENSHIRE NURSING & REHAB CTRE | 22660 SOUTH CICERO AVENUE |
| 145654 | LAKEVIEW NURSING & REHAB CTRE | 735 WEST DIVERSEY |
| 146069 | EAST BANK CENTER, LLC | 6131 PARK RIDGE ROAD |
| 146069 | EAST BANK CENTER, LLC | 6131 PARK RIDGE ROAD |
| 146069 | EAST BANK CENTER, LLC | 6131 PARK RIDGE ROAD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------------|----|-------|----------------|
| RICHTON PARK | IL | 60471 | (708) 747-6120 |
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| CHICAGO | IL | 60614 | (773) 348-4055 |
|---------|----|-------|----------------|

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| LOVES PARK | IL | 61111 | (815) 633-6810 |
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| LOVES PARK | IL | 61111 | (815) 633-6810 |
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| LOVES PARK | IL | 61111 | (815) 633-6810 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/19/2009

03/07/2009

02/24/2009

03/06/2009

02/05/2009

03/06/2009

02/05/2009

03/06/2009

02/05/2009

03/06/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

doctor, and a family member if:
the resident is injured, there is a
major change in resident's
physical/mental health, there is a
need to alter treatment
significantly, or the resident must
be transferred or discharged.

harm

Give residents proper treatment
to prevent new bed (pressure)
sores or heal existing bed sores.

Isolated

Minimal harm or potential for actual
harm

Tell each resident who can get
Medicaid benefits about 1) which
items and services Medicaid
covers and which the resident
must pay for; or 2) how to apply
for Medicaid, along with the
names and addresses of State
groups that can help.

Isolated

Minimal harm or potential for actual
harm

Give each resident enough fluids
to keep them healthy and prevent
dehydration.

Isolated

Actual harm

Give residents proper treatment
to prevent new bed (pressure)
sores or heal existing bed sores.

Isolated

Actual harm

Immediately tell the resident,
doctor, and a family member if:

Isolated

Minimal harm or potential for actual
harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|-----------------------|--------------------------|
| 146069 | EAST BANK CENTER, LLC | 6131 PARK RIDGE ROAD |
| 145894 | FOX RIVER PAVILION | 400 EAST NEW YORK STREET |
| 145894 | FOX RIVER PAVILION | 400 EAST NEW YORK STREET |
| 145894 | FOX RIVER PAVILION | 400 EAST NEW YORK STREET |
| 145939 | WATERFRONT TERRACE | 7750 SOUTH SHORE DRIVE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| LOVES PARK | IL | 61111 | (815) 633-6810 |
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| AURORA | IL | 60505 | (630) 897-8714 |
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| AURORA | IL | 60505 | (630) 897-8714 |
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| AURORA | IL | 60505 | (630) 897-8714 |
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| CHICAGO | IL | 60649 | (773) 731-4200 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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03/06/2009

02/13/2009

03/05/2009

02/13/2009

03/05/2009

02/13/2009

03/05/2009

03/05/2009

03/05/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Protect residents from mistreatment, neglect, and/or theft of personal property.

Isolated

Actual harm

Keep safe, clean and homelike surroundings.

Pattern

Minimal harm or potential for actual harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Isolated

Minimal harm or potential for actual harm

Have a private telephone available for use.

Pattern

Minimal harm or potential for actual harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-----------|---------------------------------|-------------------------|
| 146013 | BERKELEY NURSING & REHAB CENTER | 6909 WEST NORTH AVENUE |
| 145308 | MAPLEWOOD CARE | 50 NORTH JANE |
| 145308 | MAPLEWOOD CARE | 50 NORTH JANE |
| 146018 | PARK HOUSE NURSING & REHAB CTR | 2320 SOUTH LAWNSDALE |
| 1.40E+149 | BRYN MAWR CARE | 5547 NORTH KENMORE |
| 145308 | MAPLEWOOD CARE | 50 NORTH JANE |
| 145308 | MAPLEWOOD CARE | 50 NORTH JANE |
| 145410 | BREESE NURSING HOME | 1155 NORTH FIRST STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

OAK PARK IL 60302 (708) 386-1112

ELGIN IL 60123 (847) 697-3750

ELGIN IL 60123 (847) 697-3750

CHICAGO IL 60623 (773) 522-0400

CHICAGO IL 60640 (773) 561-7040

ELGIN IL 60123 (847) 697-3750

ELGIN IL 60123 (847) 697-3750

BREESE IL 62230 (618) 526-4521

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/03/2009

03/05/2009

02/11/2009

03/04/2009

02/11/2009

03/04/2009

02/04/2009

03/04/2009

02/17/2009

03/04/2009

01/29/2009

03/03/2009

01/29/2009

03/03/2009

02/13/2009

03/03/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

residents.

| | | |
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| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Be administered in a way that leads to the highest possible level of well being for each resident. | Isolated | Immediate jeopardy to resident health or safety |
| Protect each resident from all abuse, physical punishment, and being separated from others. | Isolated | Immediate jeopardy to resident health or safety |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Get rid of garbage properly. | Pattern | Minimal harm or potential for actual harm |
| Provide care for each resident in a way that keeps or builds the resident's quality of life. | Isolated | Minimal harm or potential for actual harm |
| Give enough notice to the resident before changing the resident's room or roommate. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145420 | BRIDGEWAY CHRISTIAN VILLAGE REHAB & SNF | 111 EAST WASHINGTON |
| 145647 | ROSEWOOD CARE CENTER OF PEORIA | 1500 WEST NORTHMOOR ROAD |
| 145647 | ROSEWOOD CARE CENTER OF PEORIA | 1500 WEST NORTHMOOR ROAD |
| 145647 | ROSEWOOD CARE CENTER OF PEORIA | 1500 WEST NORTHMOOR ROAD |
| 145647 | ROSEWOOD CARE CENTER OF PEORIA | 1500 WEST NORTHMOOR ROAD |
| 145963 | ALDEN ORLAND PARK REHAB & HCC | 16450 SOUTH 97TH |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

BENSENVILLE IL 60106 (630) 766-5800

PEORIA IL 61614 (309) 691-2200

ORLAND PARK IL 60462 (708) 403-6500

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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03/03/2009

02/26/2009

03/03/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Pattern | Minimal harm or potential for actual harm |
| Make a complete assessment that covers all questions for areas that are listed in official regulations. | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

AVENUE

| | | |
|--------|--------------------------------|------------------------|
| 145668 | LINCOLN HOME, THE | 150 NORTH 27TH STREET |
| 146012 | SYCAMORE | 720 SYCAMORE |
| 146012 | SYCAMORE | 720 SYCAMORE |
| 145220 | PINE CREST HEALTH CARE | 3300 WEST 175TH STREET |
| 145220 | PINE CREST HEALTH CARE | 3300 WEST 175TH STREET |
| 145484 | GLENCREST HEALTHCR & REHAB CTR | 2451 WEST TOUHY AVENUE |
| 145662 | GLEN BRIDGE N & REHAB CENTRE | 8333 WEST GOLF ROAD |
| 145662 | GLEN BRIDGE N & REHAB CENTRE | 8333 WEST GOLF ROAD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|------------|----|-------|----------------|
| BELLEVILLE | IL | 62226 | (618) 235-6600 |
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| QUINCY | IL | 62301 | (217) 222-1480 |
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| QUINCY | IL | 62301 | (217) 222-1480 |
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| HAZEL CREST | IL | 60429 | (708) 335-2400 |
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| HAZEL CREST | IL | 60429 | (708) 335-2400 |
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| CHICAGO | IL | 60645 | (773) 338-6800 |
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| NILES | IL | 60714 | (847) 966-9190 |
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| NILES | IL | 60714 | (847) 966-9190 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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03/02/2009

02/06/2009

02/27/2009

02/06/2009

02/27/2009

02/06/2009

02/27/2009

02/10/2009

02/27/2009

02/10/2009

02/27/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

services to get or keep the highest quality of life possible.

Follow all laws and professional standards.

Widespread

Potential for minimal harm

Protect residents from mistreatment, neglect, and/or theft of personal property.

Isolated

Actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Actual harm

Give each resident enough fluids to keep them healthy and prevent dehydration.

Isolated

Actual harm

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.

Isolated

Actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.

Isolated

Minimal harm or potential for actual harm

Give professional services that meet a professional standard of quality.

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145728 | MANOR COURT OF MARYVILLE | OFF STATE ROUTE 162 |
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| 145728 | MANOR COURT OF MARYVILLE | OFF STATE ROUTE 162 |
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| 145728 | MANOR COURT OF MARYVILLE | OFF STATE ROUTE 162 |
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| 145728 | MANOR COURT OF MARYVILLE | OFF STATE ROUTE 162 |
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| 146036 | SHAWNEE CHRISTIAN NURSING CTR | 1901 13TH STREET |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| MARYVILLE | IL | 62062 | (618) 288-5999 |
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| MARYVILLE | IL | 62062 | (618) 288-5999 |
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| MARYVILLE | IL | 62062 | (618) 288-5999 |
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| MARYVILLE | IL | 62062 | (618) 288-5999 |
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| HERRIN | IL | 62948 | (618) 942-7391 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/11/2009

02/27/2009

02/11/2009

02/27/2009

02/11/2009

02/27/2009

02/11/2009

02/27/2009

02/05/2009

02/27/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

quality.

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| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Actual harm |
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| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
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| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
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| 1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects. | Isolated | Actual harm |
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| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Pattern | Minimal harm or potential for actual harm |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 146102 | MANOR COURT OF FREEPORT | 2170 WEST NAVAJO DRIVE |
| 146102 | MANOR COURT OF FREEPORT | 2170 WEST NAVAJO DRIVE |
| 1.40E+153 | MARGARET MANOR - NORTH BRANCH | 940 WEST CULLOM AVENUE |
| 145466 | TWIN LAKES REHAB & HEALTH CARE | 310 EADS AVENUE |
| 145661 | JACKSON SQUARE N & REHAB CTR | 5130 WEST JACKSON BOULEVARD |
| 145661 | JACKSON SQUARE N & REHAB CTR | 5130 WEST JACKSON BOULEVARD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| FREEPORT | IL | 61032 | (815) 233-2400 |
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| FREEPORT | IL | 61032 | (815) 233-2400 |
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| CHICAGO | IL | 60613 | (773) 525-9000 |
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| PARIS | IL | 61944 | (217) 465-5395 |
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| CHICAGO | IL | 60644 | (773) 921-8000 |
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| CHICAGO | IL | 60644 | (773) 921-8000 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/11/2009

02/27/2009

02/11/2009

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02/27/2009

02/26/2009

02/26/2009

02/13/2009

02/26/2009

02/13/2009

02/26/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them. | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|-------------------------------|--------------------------------|
| 145661 | JACKSON SQUARE N & REHAB CTR | 5130 WEST JACKSON BOULEVARD |
| 145850 | CEDAR POINTE REHAB & NURSING | 5825 WEST CERMAK ROAD |
| 145850 | CEDAR POINTE REHAB & NURSING | 5825 WEST CERMAK ROAD |
| 145963 | ALDEN ORLAND PARK REHAB & HCC | 16450 SOUTH 97TH AVENUE |
| 146056 | PROVENA HERITAGE VILLAGE | 901 NORTH ENTRANCE AVENUE |
| 146071 | HOME BRIDGE CENTER | 1701 WEST 5TH AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-------------|----|-------|----------------|
| CHICAGO | IL | 60644 | (773) 921-8000 |
| CICERO | IL | 60804 | (708) 656-9120 |
| CICERO | IL | 60804 | (708) 656-9120 |
| ORLAND PARK | IL | 60462 | (708) 403-6500 |
| KANKAKEE | IL | 60901 | (815) 939-4506 |
| BELVIDERE | IL | 61008 | (815) 547-5451 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/13/2009

02/26/2009

02/04/2009

02/26/2009

02/04/2009

02/26/2009

12/12/2008

02/26/2009

01/23/2009

02/26/2009

01/30/2009

02/26/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Provide enough notice before discharging or transferring a resident. | Isolated | Minimal harm or potential for actual harm |
| Provide social services for related medical problems to help each resident achieve the highest possible quality of life. | Pattern | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 146071 | HOME BRIDGE CENTER | 1701 WEST 5TH AVENUE |
| 146071 | HOME BRIDGE CENTER | 1701 WEST 5TH AVENUE |
| 146030 | HEARTLAND CHRISTIAN VILLAGE | 101 TROWBRIDGE ROAD |
| 145714 | OAK PARK HEALTHCARE CENTER | 625 NORTH HARLEM |
| 145714 | OAK PARK HEALTHCARE CENTER | 625 NORTH HARLEM |
| 1.40E+148 | COLUMBUS MANOR RES CARE HOME | 5107 21 WEST JACKSON BOULEVARD |
| 1.40E+148 | COLUMBUS MANOR RES CARE HOME | 5107 21 WEST JACKSON BOULEVARD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-----------|----|-------|----------------|
| BELVIDERE | IL | 61008 | (815) 547-5451 |
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| BELVIDERE | IL | 61008 | (815) 547-5451 |
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| NEOGA | IL | 62447 | (217) 895-2665 |
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| OAK PARK | IL | 60302 | (708) 848-5966 |
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| OAK PARK | IL | 60302 | (708) 848-5966 |
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| CHICAGO | IL | 60644 | (773) 378-5490 |
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| CHICAGO | IL | 60644 | (773) 378-5490 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/30/2009

02/26/2009

01/30/2009

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01/29/2009

02/25/2009

01/29/2009

02/24/2009

01/29/2009

02/24/2009

02/03/2009

02/24/2009

02/03/2009

02/24/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

need to alter treatment

significantly, or the resident must be transferred or discharged.

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.

Isolated

Minimal harm or potential for actual harm

Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

Make a complete assessment that covers all questions for areas that are listed in official regulations.

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-----------|-----------------------------------|--------------------------------|
| 1.40E+148 | COLUMBUS MANOR RES CARE HOME | 5107 21 WEST JACKSON BOULEVARD |
| 145986 | LAKE FOREST PLACE | 1100 PEMBRIDGE DRIVE |
| 146056 | PROVENA HERITAGE VILLAGE | 901 NORTH ENTRANCE AVENUE |
| 145658 | PLUM GROVE NURSING & REHAB CENTER | 24 SOUTH PLUM GROVE ROAD |
| 145021 | HEARTLAND OF MACOMB | 8 DOCTORS LANE |
| 145508 | HIGHLAND HEALTH CARE CENTER | 1450 26TH STREET |
| 145508 | HIGHLAND HEALTH CARE CENTER | 1450 26TH STREET |
| 145523 | AMBOY NURSING ACQUISITION | 15 WEST WASSON |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-------------|----|-------|----------------|
| CHICAGO | IL | 60644 | (773) 378-5490 |
| LAKE FOREST | IL | 60045 | (847) 604-6700 |
| KANKAKEE | IL | 60901 | (815) 939-4506 |
| PALATINE | IL | 60067 | (847) 358-0311 |
| MACOMB | IL | 61455 | (309) 833-5555 |
| HIGHLAND | IL | 62249 | (618) 654-2368 |
| HIGHLAND | IL | 62249 | (618) 654-2368 |
| AMBOY | IL | 61310 | (815) 857-2550 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/03/2009

02/24/2009

02/13/2009

02/22/2009

02/11/2009

02/22/2009

01/23/2009

02/21/2009

02/19/2009

02/20/2009

02/03/2009

02/20/2009

02/03/2009

02/20/2009

02/20/2009

02/20/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Mistreatment Deficiencies |
| Health | Pharmacy Service Deficiencies |
| Health | Pharmacy Service Deficiencies |
| Health | Environmental Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Resident Assessment Deficiencies |
| Health | Resident Rights Deficiencies |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents are safe from serious medication errors. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents are safe from serious medication errors. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan. | Isolated | Minimal harm or potential for actual harm |
| Properly hold, secure and | Pattern | Potential for minimal harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

ROAD

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|--------|-------------------------|----------------------------|
| 145612 | SPRINGS AT CRYSTAL LAKE | 1000 EAST BRIGHTON LANE |
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| 145612 | SPRINGS AT CRYSTAL LAKE | 1000 EAST BRIGHTON LANE |
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| 145714 | OAK PARK HEALTHCARE CENTER | 625 NORTH HARLEM |
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| 145969 | BERKSHIRE NURSING & REHAB CENTER | 8200 WEST ROOSEVELT ROAD |
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| 145948 | BEMENT HEALTH CARE CENTER | 601 NORTH MORGAN |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| CRYSTAL LAKE | IL | 60012 | (815) 477-6569 |
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| CRYSTAL LAKE | IL | 60012 | (815) 477-6569 |
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| OAK PARK | IL | 60302 | (708) 848-5966 |
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| FOREST PARK | IL | 60130 | (708) 488-9850 |
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| BEMENT | IL | 61813 | (217) 678-2191 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/30/2009

02/20/2009

01/30/2009

02/20/2009

01/29/2009

02/20/2009

02/06/2009

02/20/2009

01/21/2009

02/19/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

manage each resident's personal money which is deposited with the nursing home.

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Isolated
Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Actual harm

Provide care in a way that keeps or builds each resident's dignity and self respect.

Isolated

Minimal harm or potential for actual harm

Give professional services that meet a professional standard of quality.

Isolated

Minimal harm or potential for actual harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Pattern

Immediate jeopardy to resident health or safety

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145948 | BEMENT HEALTH CARE CENTER | 601 NORTH MORGAN |
| 145970 | WINDSOR PARK NURSING & LIVING CENTER | 2649 EAST 75TH ST |
| 145970 | WINDSOR PARK NURSING & LIVING CENTER | 2649 EAST 75TH ST |
| 145674 | LEROY MANOR | 509 SOUTH BUCK ROAD, PO BOX 149 |
| 145674 | LEROY MANOR | 509 SOUTH BUCK ROAD, PO BOX 149 |
| 145674 | LEROY MANOR | 509 SOUTH BUCK ROAD, PO BOX 149 |
| 145684 | MANORCARE OF HOMEWOOD | 940 MAPLE AVENUE |
| 145039 | HEARTLAND OF PEORIA | 5600 GLEN ELM DRIVE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| BEMENT | IL | 61813 | (217) 678-2191 |
| CHICAGO | IL | 60649 | (773) 356-9300 |
| CHICAGO | IL | 60649 | (773) 356-9300 |
| LE ROY | IL | 61752 | (309) 962-5000 |
| LE ROY | IL | 61752 | (309) 962-5000 |
| LE ROY | IL | 61752 | (309) 962-5000 |
| HOMEWOOD | IL | 60430 | (708) 799-0244 |
| PEORIA | IL | 61614 | (309) 693-8777 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/21/2009

02/19/2009

12/12/2008

02/19/2009

01/22/2009

02/19/2009

01/29/2009

02/18/2009

01/29/2009

02/18/2009

01/29/2009

02/18/2009

01/22/2009

02/18/2009

01/16/2009

02/17/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Mistreatment Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Resident Rights Deficiencies |
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| Health | Resident Rights Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Protect each resident from all abuse, physical punishment, and being separated from others. | Pattern | Immediate jeopardy to resident health or safety |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Tell the resident completely about his or her health status. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Pattern | Minimal harm or potential for actual harm |
| Make sure that each resident | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

145039 HEARTLAND OF PEORIA 5600 GLEN ELM DRIVE

145039 HEARTLAND OF PEORIA 5600 GLEN ELM DRIVE

146085 A MERKLE-C KNIPPRATH N H RURAL ROUTE 1

145457 ST VINCENT'S HOME 1440 NORTH 10TH STREET

145546 HERITAGE MANOR-MOUNT ZION 1225 WOODLAND DRIVE

145546 HERITAGE MANOR-MOUNT ZION 1225 WOODLAND DRIVE

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|----|-------|----------------|
| PEORIA | IL | 61614 | (309) 693-8777 |
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| PEORIA | IL | 61614 | (309) 693-8777 |
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| CLIFTON | IL | 60927 | (815) 694-2306 |
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| QUINCY | IL | 62301 | (217) 224-3780 |
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| MOUNT ZION | IL | 62549 | (217) 864-2356 |
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| MOUNT ZION | IL | 62549 | (217) 864-2356 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/16/2009

02/17/2009

01/22/2009

02/17/2009

01/21/2009

02/17/2009

01/28/2009

02/16/2009

02/02/2009

02/16/2009

02/02/2009

02/16/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

who enters the nursing home without a catheter is not given a catheter, unless it is necessary.

harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.

Isolated

Minimal harm or potential for actual harm

Give professional services that meet a professional standard of quality.

Isolated

Minimal harm or potential for actual harm

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.

Pattern

Potential for minimal harm

Have a program to keep infection from spreading.

Isolated

Minimal harm or potential for actual harm

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145546 | HERITAGE MANOR-MOUNT ZION | 1225 WOODLAND DRIVE |
| 145546 | HERITAGE MANOR-MOUNT ZION | 1225 WOODLAND DRIVE |
| 145701 | LEXINGTON OF STREAMWOOD | 815 EAST IRVING PARK ROAD |
| 145734 | EVERGREEN HEALTH CARE CENTER | 10124 SOUTH KEDZIE |
| 145734 | EVERGREEN HEALTH CARE CENTER | 10124 SOUTH KEDZIE |
| 145734 | EVERGREEN HEALTH CARE CENTER | 10124 SOUTH KEDZIE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| MOUNT ZION | IL | 62549 | (217) 864-2356 |
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| MOUNT ZION | IL | 62549 | (217) 864-2356 |
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| STREAMWOOD | IL | 60107 | (630) 837-5300 |
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| EVERGREEN PARK | IL | 60805 | (708) 907-7000 |
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| EVERGREEN PARK | IL | 60805 | (708) 907-7000 |
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| EVERGREEN PARK | IL | 60805 | (708) 907-7000 |
|-------------------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/02/2009

02/16/2009

02/02/2009

02/16/2009

01/27/2009

02/16/2009

01/06/2009

02/16/2009

01/06/2009

02/16/2009

01/06/2009

02/16/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|-----------------------------------|----------------------------|
| 145829 | BOULEVARD CARE NURSING & REHAB | 3405 SOUTH MICHIGAN AVENUE |
| 145829 | BOULEVARD CARE NURSING & REHAB | 3405 SOUTH MICHIGAN AVENUE |
| 145872 | ALDEN LONG GROVE REHAB &HC CTR | BOX 2308 RFD HICKS ROAD |
| 145872 | ALDEN LONG GROVE REHAB &HC CTR | BOX 2308 RFD HICKS ROAD |
| 145514 | EFFINGHAM REHAB & HEALTH CARE CTR | 1610 NORTH LAKEWOOD |
| 145872 | ALDEN LONG GROVE REHAB &HC CTR | BOX 2308 RFD HICKS ROAD |
| 145706 | WHITEHALL NORTH, THE | 300 WAUKEGAN ROAD |
| 145706 | WHITEHALL NORTH, THE | 300 WAUKEGAN ROAD |
| 145879 | TRI-STATE NURSING & REHAB CTR | 2500 EAST 175TH STREET |
| 145668 | LINCOLN HOME, THE | 150 NORTH 27TH |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|------------|----|-------|----------------|
| CHICAGO | IL | 60616 | (312) 791-0035 |
| CHICAGO | IL | 60616 | (312) 791-0035 |
| LONG GROVE | IL | 60047 | (847) 438-8275 |
| LONG GROVE | IL | 60047 | (847) 438-8275 |
| EFFINGHAM | IL | 62401 | (217) 347-7781 |
| LONG GROVE | IL | 60047 | (847) 438-8275 |
| DEERFIELD | IL | 60015 | (847) 580-8486 |
| DEERFIELD | IL | 60015 | (847) 580-8486 |
| LANSING | IL | 60438 | (708) 474-7330 |
| BELLEVILLE | IL | 62226 | (618) 235-6600 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/15/2009

02/16/2009

01/15/2009

02/16/2009

02/04/2009

02/16/2009

02/04/2009

02/16/2009

12/31/2008

02/13/2009

02/04/2009

02/13/2009

02/02/2009

02/12/2009

02/09/2009

02/12/2009

01/28/2009

02/12/2009

01/29/2009

02/10/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Resident Rights Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Administration Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Mistreatment Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

residents.

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| Give or get special rehabilitation if in the patient's plan of care. | Pattern | Minimal harm or potential for actual harm |
|--|---------|---|

| | | |
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| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

| | | |
|--|---------|---|
| Provide services to meet the needs and preferences of each resident. | Pattern | Minimal harm or potential for actual harm |
|--|---------|---|

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| Have a program to keep infection from spreading. | Pattern | Minimal harm or potential for actual harm |
|--|---------|---|

| | | |
|---|----------|---|
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

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| Follow all laws and professional standards. | Widespread | Potential for minimal harm |
|---|------------|----------------------------|

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| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

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| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
|---|----------|-------------|

| | | |
|--|----------|---|
| Provide activities to meet the needs of each resident. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

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|---------------------------------|----------|--------------------------------------|
| 1) Hire only people who have no | Isolated | Minimal harm or potential for actual |
|---------------------------------|----------|--------------------------------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | STREET |
|--------|------------------------|-------------------------------|
| 145668 | LINCOLN HOME, THE | 150 NORTH 27TH STREET |
| 145721 | VILLA HEALTH CARE EAST | 100 MARIAN PARKWAY PO BOX 109 |
| 145721 | VILLA HEALTH CARE EAST | 100 MARIAN PARKWAY PO BOX 109 |
| 145721 | VILLA HEALTH CARE EAST | 100 MARIAN PARKWAY PO BOX 109 |
| 145721 | VILLA HEALTH CARE EAST | 100 MARIAN PARKWAY PO BOX 109 |
| 145721 | VILLA HEALTH CARE EAST | 100 MARIAN PARKWAY PO BOX |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|------------|----|-------|----------------|
| BELLEVILLE | IL | 62226 | (618) 235-6600 |
| SHERMAN | IL | 62684 | (217) 744-2299 |
| SHERMAN | IL | 62684 | (217) 744-2299 |
| SHERMAN | IL | 62684 | (217) 744-2299 |
| SHERMAN | IL | 62684 | (217) 744-2299 |
| SHERMAN | IL | 62684 | (217) 744-2299 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/29/2009

02/10/2009

01/15/2009

02/10/2009

01/15/2009

02/10/2009

01/15/2009

02/10/2009

01/15/2009

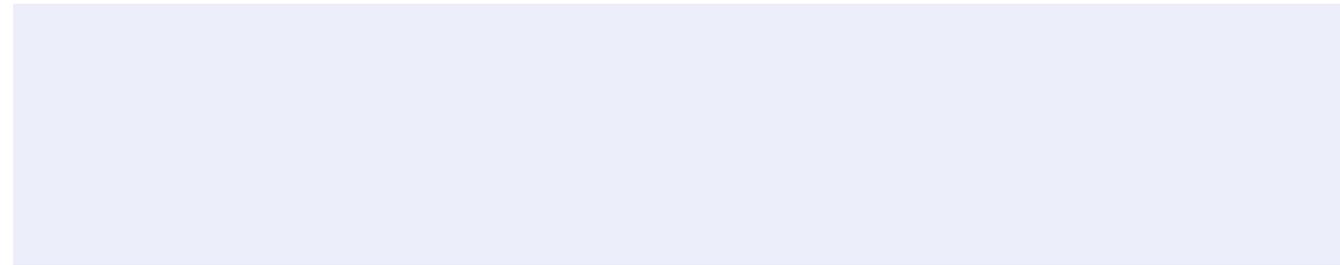
02/10/2009

01/15/2009

02/10/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency



Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | | harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Pattern | Minimal harm or potential for actual harm |
| Make a complete assessment that covers all questions for areas that are listed in official regulations. | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Pattern | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Make sure that each resident who enters the nursing home | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| | | 109 |
| 145721 | VILLA HEALTH CARE EAST | 100 MARIAN PARKWAY PO BOX 109 |
| 145721 | VILLA HEALTH CARE EAST | 100 MARIAN PARKWAY PO BOX 109 |
| 146015 | HEARTHSTONE MANOR | 920 N SEMINARY AVE P O BOX 520 |
| 146087 | SOUTHVIEW MANOR | 3311 S. MICHIGAN AVE. |
| 146087 | SOUTHVIEW MANOR | 3311 S. MICHIGAN AVE. |
| 146087 | SOUTHVIEW MANOR | 3311 S. MICHIGAN |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---------|----|-------|----------------|
| SHERMAN | IL | 62684 | (217) 744-2299 |
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| SHERMAN | IL | 62684 | (217) 744-2299 |
|---------|----|-------|----------------|

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| WOODSTOCK | IL | 60098 | (815) 338-1749 |
|-----------|----|-------|----------------|

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| CHICAGO | IL | 60616 | (312) 326-9101 |
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| CHICAGO | IL | 60616 | (312) 326-9101 |
|---------|----|-------|----------------|

| | | | |
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| CHICAGO | IL | 60616 | (312) 326-9101 |
|---------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/15/2009

02/10/2009

01/15/2009

02/10/2009

01/30/2009

02/10/2009

12/16/2008

02/10/2009

01/23/2009

02/10/2009

01/23/2009

02/10/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| without a catheter is not given a catheter, unless it is necessary. | | |
| Keep each resident free from physical restraints, unless needed for medical treatment. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145031 | HEARTLAND OF NORMAL | 510 BROADWAY |
| 145726 | TIMBER POINT HEALTHCARE CENTER | 205 EAST SPRING STREET |
| 145908 | AMBERWOOD CARE CENTER | 2313 NORTH ROCKTON AVENUE |
| 145608 | MANORCARE OF SOUTH HOLLAND | 2145 EAST 170TH STREET |
| 145967 | MCALLISTER NURSING & REHAB | 18300 S. LAVERGNE AVE |
| 145563 | PROVENA ST ANNE CENTER | 4405 HIGHCREST ROAD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---------------|----|-------|----------------|
| NORMAL | IL | 61761 | (309) 452-4406 |
| CAMP POINT | IL | 62320 | (217) 593-7734 |
| ROCKFORD | IL | 61103 | (815) 964-2200 |
| SOUTH HOLLAND | IL | 60473 | (708) 895-3255 |
| TINLEY PARK | IL | 60477 | (708) 798-2272 |
| ROCKFORD | IL | 61107 | (815) 229-1999 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/12/2009

02/09/2009

01/23/2009

02/09/2009

01/27/2009

02/09/2009

01/09/2009

02/08/2009

02/06/2009

02/08/2009

02/06/2009

02/07/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Environmental Deficiencies |
| Health | Administration Deficiencies |
| Health | Mistreatment Deficiencies |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---|----------|---|
| legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | | harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Provide needed housekeeping and maintenance. | Pattern | Potential for minimal harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Keep accurate and appropriate medical records. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145771 | RIVER BLUFF NURSING HOME | 4401 NORTH MAIN STREET |
|--------|--------------------------|------------------------|

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| 145364 | CHAMPAIGN COUNTY NURSING HOME | 500 SOUTH ART BARTELL DRIVE |
|--------|-------------------------------|-----------------------------|

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| 145364 | CHAMPAIGN COUNTY NURSING HOME | 500 SOUTH ART BARTELL DRIVE |
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| 145364 | CHAMPAIGN COUNTY NURSING HOME | 500 SOUTH ART BARTELL DRIVE |
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| 145439 | CHAMPAIGN URBANA REG REHAB CENTER | 302 WEST BURWASH |
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| 145439 | CHAMPAIGN URBANA REG REHAB CENTER | 302 WEST BURWASH |
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|--------|---------------------------|---------------------|
| 145523 | AMBOY NURSING ACQUISITION | 15 WEST WASSON ROAD |
|--------|---------------------------|---------------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

ROCKFORD IL 61103 (815) 877-8061

URBANA IL 61802 (217) 384-3784

URBANA IL 61802 (217) 384-3784

URBANA IL 61802 (217) 384-3784

SAVOY IL 61874 (217) 402-9700

SAVOY IL 61874 (217) 402-9700

AMBOY IL 61310 (815) 857-2550

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/02/2009

02/07/2009

02/06/2009

02/06/2009

02/06/2009

02/06/2009

02/06/2009

02/06/2009

01/21/2009

02/06/2009

01/21/2009

02/06/2009

01/26/2009

02/06/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |
| Provide needed housekeeping and maintenance. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that follow each resident's written care plan. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|----------------------------------|-------------------------|
| 145523 | AMBOY NURSING ACQUISITION | 15 WEST WASSON ROAD |
| 145856 | ALL FAITH PAVILION | 3500 SOUTH GILES AVENUE |
| 145901 | LEMONT NURSING & REHAB CENTER | 12450 WALKER ROAD |
| 145964 | MCLEANSBORO REHABILITATION & HCC | 405 WEST CARPENTER |
| 145229 | HERITAGE MANOR-SPRINGFIELD | 900 NORTH |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-------|----|-------|----------------|
| AMBOY | IL | 61310 | (815) 857-2550 |
|-------|----|-------|----------------|

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|---------|----|-------|----------------|
| CHICAGO | IL | 60653 | (312) 326-2000 |
|---------|----|-------|----------------|

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|--------|----|-------|----------------|
| LEMONT | IL | 60439 | (630) 243-0400 |
|--------|----|-------|----------------|

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|-------------|----|-------|----------------|
| MCLEANSBORO | IL | 62859 | (618) 643-3728 |
|-------------|----|-------|----------------|

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|-------------|----|-------|----------------|
| SPRINGFIELD | IL | 62702 | (217) 789-0930 |
|-------------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency



01/26/2009

02/06/2009



01/29/2009

02/06/2009



02/03/2009

02/06/2009



01/20/2009

02/06/2009



02/05/2009

02/05/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Isolated

Minimal harm or potential for actual harm

Make a complete assessment that covers all questions for areas that are listed in official regulations.

Isolated

Minimal harm or potential for actual harm

Have a program to keep infection

Isolated

Minimal harm or potential for actual

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

RUTLEDGE

145405

WESTMONT NURSING AND REHAB CENTER

6501 SOUTH CASS

145524

HEARTLAND OF RIVERVIEW

500 CENTENNIAL
DRIVE

145767

ST PAUL'S HOUSE & HLTH CR CTR

3800 NORTH
CALIFORNIA AVENUE

145208

BRIDGEVIEW HEALTH CARE CENTER

8100 SOUTH HARLEM
AVENUE

145208

BRIDGEVIEW HEALTH CARE CENTER

8100 SOUTH HARLEM
AVENUE

145415

ELSTON NURSING & REHAB CENTRE

4340 NORTH
KEYSTONE

145857

FRIENDSHIP MANOR OF ST. ELMO

221 EAST
CUMBERLAND

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|----------|----|-------|----------------|
| WESTMONT | IL | 60559 | (630) 960-2026 |
|----------|----|-------|----------------|

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|-------------|----|-------|----------------|
| EAST PEORIA | IL | 61611 | (309) 694-9865 |
|-------------|----|-------|----------------|

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| CHICAGO | IL | 60618 | (773) 478-4222 |
|---------|----|-------|----------------|

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| BRIDGEVIEW | IL | 60455 | (708) 594-5440 |
|------------|----|-------|----------------|

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|------------|----|-------|----------------|
| BRIDGEVIEW | IL | 60455 | (708) 594-5440 |
|------------|----|-------|----------------|

| | | | |
|---------|----|-------|----------------|
| CHICAGO | IL | 60641 | (773) 545-8700 |
|---------|----|-------|----------------|

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|---------|----|-------|----------------|
| ST ELMO | IL | 62458 | (618) 829-5581 |
|---------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/20/2009

02/04/2009

02/02/2009

02/03/2009

12/24/2008

02/03/2009

01/02/2009

02/02/2009

01/02/2009

02/02/2009

01/12/2009

02/02/2009

01/23/2009

02/02/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

from spreading.

Give professional services that meet a professional standard of quality.

Isolated

harm

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Properly mark drugs and other similar products.

Pattern

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Give professional services that meet a professional standard of quality.

Pattern

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|------------------------------|------------------------|
| 145850 | CEDAR POINTE REHAB & NURSING | 5825 WEST CERMAK ROAD |
| 145850 | CEDAR POINTE REHAB & NURSING | 5825 WEST CERMAK ROAD |
| 145413 | ASTA CARE CENTER OF TOLUCA | 101 EAST VIA GHIGLIERI |
| 145413 | ASTA CARE CENTER OF TOLUCA | 101 EAST VIA GHIGLIERI |
| 145419 | ELMWOOD NURSING | 7733 WEST GRAND AVENUE |
| 145419 | ELMWOOD NURSING | 7733 WEST GRAND AVENUE |
| 145611 | ST JAMES MANOR & VILLA | 1521 EAST RICHTON ROAD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------------|----|-------|----------------|
| CICERO | IL | 60804 | (708) 656-9120 |
| CICERO | IL | 60804 | (708) 656-9120 |
| TOLUCA | IL | 61369 | (815) 452-2367 |
| TOLUCA | IL | 61369 | (815) 452-2367 |
| ELMWOOD PARK | IL | 60707 | (708) 452-9200 |
| ELMWOOD PARK | IL | 60707 | (708) 452-9200 |
| CRETE | IL | 60417 | (708) 367-4401 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/02/2009

02/01/2009

01/02/2009

02/01/2009

01/14/2009

01/30/2009

01/14/2009

01/30/2009

01/23/2009

01/30/2009

01/23/2009

01/30/2009

12/17/2008

01/30/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Quality Care Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Resident Rights Deficiencies |
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| Health | Resident Rights Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Resident Rights Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--|------------|---|
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Immediate jeopardy to resident health or safety |
| Have a program to keep infection from spreading. | Pattern | Minimal harm or potential for actual harm |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Isolated | Minimal harm or potential for actual harm |
| Provide proof that all residents' personal money which is deposited with the nursing home, is secure. | Widespread | Potential for minimal harm |
| Have a program to keep infection from spreading. | Pattern | Minimal harm or potential for actual harm |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary. | Isolated | Minimal harm or potential for actual harm |
| Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for; or 2) how to apply for Medicaid, along with the names and addresses of State | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|-----------------------------------|------------------------------|
| 145229 | HERITAGE MANOR-SPRINGFIELD | 900 NORTH RUTLEDGE |
| 145899 | LEXINGTON OF ORLAND PARK | 14601 SOUTH JOHN HUMPHREY DR |
| 145914 | SOUTHPOINT NURSING & REHAB CENTER | 1010 WEST 95TH STREET |
| 145914 | SOUTHPOINT NURSING & REHAB CENTER | 1010 WEST 95TH STREET |
| 145914 | SOUTHPOINT NURSING & REHAB CENTER | 1010 WEST 95TH STREET |
| 145914 | SOUTHPOINT NURSING & REHAB CENTER | 1010 WEST 95TH STREET |
| 145142 | ALDEN ALMA NELSON MANOR | 550 SOUTH MULFORD AVENUE |
| 145142 | ALDEN ALMA NELSON MANOR | 550 SOUTH MULFORD AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|-------------|----|-------|----------------|
| SPRINGFIELD | IL | 62702 | (217) 789-0930 |
| ORLAND PARK | IL | 60462 | (708) 349-8300 |
| CHICAGO | IL | 60643 | (773) 298-1177 |
| CHICAGO | IL | 60643 | (773) 298-1177 |
| CHICAGO | IL | 60643 | (773) 298-1177 |
| CHICAGO | IL | 60643 | (773) 298-1177 |
| ROCKFORD | IL | 61108 | (815) 484-1002 |
| ROCKFORD | IL | 61108 | (815) 484-1002 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

12/18/2008

01/29/2009

01/29/2009

01/29/2009

11/13/2008

01/29/2009

01/23/2009

01/29/2009

01/23/2009

01/29/2009

01/23/2009

01/29/2009

01/15/2009

01/28/2009

01/15/2009

01/28/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Environmental Deficiencies |
|--------|----------------------------|

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| Health | Quality Care Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Quality Care Deficiencies |
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|--------|---------------------------|
| Health | Quality Care Deficiencies |
|--------|---------------------------|

| | |
|--------|------------------------------|
| Health | Resident Rights Deficiencies |
|--------|------------------------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--|----------|---|
| groups that can help. | | |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Provide social services for related medical problems to help each resident achieve the highest possible quality of life. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|---|---------------------------|
| 145549 | BELHAVEN NURSING & REHAB CENTER | 11401 SOUTH OAKLEY AVENUE |
| 145549 | BELHAVEN NURSING & REHAB CENTER | 11401 SOUTH OAKLEY AVENUE |
| 145988 | TRANSITIONS NURSING AND REHABILITATION CENTER | 1000 DIXON AVENUE |
| 146005 | ASTA CARE CENTER - FORD COUNTY | 1240 NORTH MARKET STREET |
| 146008 | ALDEN OF WATERFORD | 2021 RANDI DRIVE |
| 146098 | SHARON HEALTH CARE ELMS | 3611 NORTH ROCHELLE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|------------|----|-------|----------------|
| CHICAGO | IL | 60643 | (773) 233-6311 |
| CHICAGO | IL | 60643 | (773) 233-6311 |
| ROCK FALLS | IL | 61071 | (815) 625-8510 |
| PAXTON | IL | 60957 | (217) 379-4896 |
| AURORA | IL | 60505 | (630) 851-7266 |
| PEORIA | IL | 61604 | (309) 688-4412 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/09/2009

01/28/2009

01/09/2009

01/28/2009

01/13/2009

01/28/2009

10/28/2008

01/28/2009

01/16/2009

01/28/2009

11/19/2008

01/28/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Isolated

Minimal harm or potential for actual harm

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.

Isolated

Actual harm

Make sure that residents are safe from serious medication errors.

Isolated

Actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

Develop a complete care plan that meets all of a resident's

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|------------------------------|------------------------|
| 146098 | SHARON HEALTH CARE ELMS | 3611 NORTH ROCHELLE |
| 145180 | RIVIERA CARE CENTER | 490 WEST 16TH PLACE |
| 145819 | CLAREMONT REHAB & LIVING CTR | 150 NORTH WEILAND ROAD |
| 145819 | CLAREMONT REHAB & LIVING CTR | 150 NORTH WEILAND ROAD |
| 145819 | CLAREMONT REHAB & LIVING CTR | 150 NORTH WEILAND ROAD |
| 145995 | RENAISSANCE AT MIDWAY, THE | 4437 SOUTH CICERO |
| 145995 | RENAISSANCE AT MIDWAY, THE | 4437 SOUTH CICERO |
| 146041 | EAST MOLINE NURSING & REHAB | 430 SOUTH 30TH AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------------------|----|-------|----------------|
| PEORIA | IL | 61604 | (309) 688-4412 |
| CHICAGO HEIGHTS | IL | 60411 | (708) 481-4444 |
| BUFFALO GROVE | IL | 60089 | (847) 465-0200 |
| BUFFALO GROVE | IL | 60089 | (847) 465-0200 |
| BUFFALO GROVE | IL | 60089 | (847) 465-0200 |
| CHICAGO | IL | 60632 | (773) 884-0484 |
| CHICAGO | IL | 60632 | (773) 884-0484 |
| EAST MOLINE | IL | 61244 | (309) 755-3466 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

11/19/2008

01/28/2009

01/02/2009

01/27/2009

01/16/2009

01/27/2009

01/16/2009

01/27/2009

01/16/2009

01/27/2009

01/22/2009

01/27/2009

01/22/2009

01/27/2009

01/23/2009

01/27/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| needs, with timetables and actions that can be measured. | | |
| Keep each resident free from physical restraints, unless needed for medical treatment. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly. | Isolated | Minimal harm or potential for actual harm |
| Keep accurate and appropriate medical records. | Isolated | Minimal harm or potential for actual harm |
| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
| Let the resident or the resident's representative look at all records. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|---------------------------------|-------------------------|
| 146041 | EAST MOLINE NURSING & REHAB | 430 SOUTH 30TH AVENUE |
| 146041 | EAST MOLINE NURSING & REHAB | 430 SOUTH 30TH AVENUE |
| 14E841 | DECATUR MANOR HEALTHCARE | 1016 WEST PERSHING ROAD |
| 14E841 | DECATUR MANOR HEALTHCARE | 1016 WEST PERSHING ROAD |
| 14E841 | DECATUR MANOR HEALTHCARE | 1016 WEST PERSHING ROAD |
| 145983 | RENAISSANCE AT 87TH STREET, THE | 2940 WEST 87TH STREET |
| 146024 | ASTORIA GARDENS & REHAB CENTER | 1008 EAST BROADWAY |
| 145668 | LINCOLN HOME, THE | 150 NORTH 27TH STREET |
| 145735 | BURNHAM HEALTHCARE | 14500 SOUTH MANISTEE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

EAST MOLINE IL 61244 (309) 755-3466

EAST MOLINE IL 61244 (309) 755-3466

DECATUR IL 62526 (217) 875-0833

DECATUR IL 62526 (217) 875-0833

DECATUR IL 62526 (217) 875-0833

CHICAGO IL 60652 (773) 434-8787

ASTORIA IL 61501 (309) 329-1333

BELLEVILLE IL 62226 (618) 235-6600

BURNHAM IL 60633 (708) 862-1260

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/23/2009

01/27/2009

01/23/2009

01/27/2009

01/13/2009

01/27/2009

01/13/2009

01/27/2009

01/13/2009

01/27/2009

01/20/2009

01/26/2009

01/21/2009

01/26/2009

12/17/2008

01/24/2009

01/23/2009

01/24/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Pharmacy Service Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|------------|---|
| Quickly give a resident's personal money to the heads of his or her estate after the resident's death. | Isolated | Minimal harm or potential for actual harm |
| At least once a month, have a licensed pharmacist check the drugs that each resident takes. | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Pattern | Potential for minimal harm |
| Give professional services that meet a professional standard of quality. | Pattern | Minimal harm or potential for actual harm |
| Have enough outside airflow. | Pattern | Potential for minimal harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Use a registered nurse at least 8 hours a day, 7 days a week. | Widespread | Potential for minimal harm |
| Follow all laws and professional standards. | Widespread | Potential for minimal harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|--------------------------------|-------------------------------|
| 145764 | RENAISSANCE PARK SOUTH | 10935 SOUTH HALSTED STREET |
| 145764 | RENAISSANCE PARK SOUTH | 10935 SOUTH HALSTED STREET |
| 145686 | MORTON TERRACE CARE CENTER | 191 EAST QUEENWOOD ROAD |
| 145775 | HARMONY NURSING & REHAB CENTER | 3919 WEST FOSTER AVENUE |
| 145775 | HARMONY NURSING & REHAB CENTER | 3919 WEST FOSTER AVENUE |
| 145775 | HARMONY NURSING & REHAB CENTER | 3919 WEST FOSTER AVENUE |
| 145878 | ST PATRICK'S RESIDENCE | 1400 BROOKDALE ROAD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

CHICAGO IL 60628 (773) 928-2000

CHICAGO IL 60628 (773) 928-2000

MORTON IL 61550 (309) 266-5331

CHICAGO IL 60625 (773) 588-9500

CHICAGO IL 60625 (773) 588-9500

CHICAGO IL 60625 (773) 588-9500

NAPERVILLE IL 60563 (630) 416-6565

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/23/2009

01/24/2009

01/23/2009

01/24/2009

01/13/2009

01/23/2009

01/02/2009

01/23/2009

01/02/2009

01/23/2009

01/02/2009

01/23/2009

01/13/2009

01/23/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Administration Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Pattern | Minimal harm or potential for actual harm |
| Make sure that each resident's nutritional needs were met. | Isolated | Minimal harm or potential for actual harm |
| Help and prepare each resident for a safe and easy discharge and transfer from the nursing home. | Isolated | Minimal harm or potential for actual harm |
| Have licensed, certified, or registered staff to give needed | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|----------------------------|-------------------------|
| 145937 | FAIRVIEW NURSING PLAZA | 321 ARNOLD AVENUE |
| 14E845 | WILSON CARE | 4544 NORTH HAZEL STREET |
| 145450 | ALDEN LAKELAND REHAB & HCC | 820 WEST LAWRENCE |
| 145450 | ALDEN LAKELAND REHAB & HCC | 820 WEST LAWRENCE |
| 145450 | ALDEN LAKELAND REHAB & HCC | 820 WEST LAWRENCE |
| 145457 | ST VINCENT'S HOME | 1440 NORTH 10TH STREET |
| 145457 | ST VINCENT'S HOME | 1440 NORTH 10TH STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|----------|----|-------|----------------|
| ROCKFORD | IL | 61108 | (815) 397-5531 |
| CHICAGO | IL | 60640 | (773) 561-7241 |
| CHICAGO | IL | 60640 | (773) 769-2570 |
| CHICAGO | IL | 60640 | (773) 769-2570 |
| CHICAGO | IL | 60640 | (773) 769-2570 |
| QUINCY | IL | 62301 | (217) 224-3780 |
| QUINCY | IL | 62301 | (217) 224-3780 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/06/2009

01/23/2009

01/02/2009

01/23/2009

12/18/2008

01/22/2009

12/18/2008

01/22/2009

12/18/2008

01/22/2009

01/08/2009

01/22/2009

01/08/2009

01/22/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Nutrition and Dietary Deficiencies

Health

Pharmacy Service Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| services. | | |
| Provide food in a way that meets a resident's needs. | Isolated | Actual harm |
| Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly. | Isolated | Minimal harm or potential for actual harm |
| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
| Write and use a policy that lets each resident return to the nursing home after a hospital stay or leave for therapy. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|-------------------|------------------------|
| 145457 | ST VINCENT'S HOME | 1440 NORTH 10TH STREET |
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| 145660 | WESTCHESTER HEALTH & REHABILITATION | 2901 SOUTH WOLF ROAD |
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| 145660 | WESTCHESTER HEALTH & REHABILITATION | 2901 SOUTH WOLF ROAD |
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| 145970 | WINDSOR PARK NURSING & LIVING CENTER | 2649 EAST 75TH ST |
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| 145453 | ALDEN TERRACE OF MCHENRY REHAB | 803 ROYAL DRIVE |
|--------|--------------------------------|-----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|----|-------|----------------|
| QUINCY | IL | 62301 | (217) 224-3780 |
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|-------------|----|-------|----------------|
| WESTCHESTER | IL | 60154 | (708) 531-1441 |
|-------------|----|-------|----------------|

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| WESTCHESTER | IL | 60154 | (708) 531-1441 |
|-------------|----|-------|----------------|

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|---------|----|-------|----------------|
| CHICAGO | IL | 60649 | (773) 356-9300 |
|---------|----|-------|----------------|

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| MCHENRY | IL | 60050 | (815) 344-2600 |
|---------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/08/2009

01/22/2009

12/22/2008

01/22/2009

12/22/2008

01/22/2009

12/12/2008

01/22/2009

12/30/2008

01/21/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

abuse, neglect or mistreatment of residents.

| | | |
|--|----------|---|
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

| | | |
|---|----------|---|
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

| | | |
|--|----------|---|
| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

| | | |
|--|---------|---|
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Pattern | Minimal harm or potential for actual harm |
|--|---------|---|

| | | |
|--|----------|-------------|
| Make sure that the nursing home area is free of dangers that cause | Isolated | Actual harm |
|--|----------|-------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|--------------------------------------|-----------------------------|
| 145758 | GLENWOOD HEALTHCARE & REHAB. | 19330 SOUTH COTTAGE GROVE |
| 145885 | MAYFIELD CARE CENTER | 5905 WEST WASHINGTON |
| 145885 | MAYFIELD CARE CENTER | 5905 WEST WASHINGTON |
| 145661 | JACKSON SQUARE N & REHAB CTR | 5130 WEST JACKSON BOULEVARD |
| 145691 | HALLMARK HOUSE NURSING CENTER | 2501 ALLENTOWN ROAD |
| 145323 | CARRIER MILLS NURSING & REHAB CENTER | 6789 US RT 45, P O BOX 68 |
| 145405 | WESTMONT NURSING AND REHAB CENTER | 6501 SOUTH CASS |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---------------|----|-------|----------------|
| GLENWOOD | IL | 60425 | (708) 758-6200 |
| CHICAGO | IL | 60644 | (773) 261-7074 |
| CHICAGO | IL | 60644 | (773) 261-7074 |
| CHICAGO | IL | 60644 | (773) 921-8000 |
| PEKIN | IL | 61554 | (309) 347-3121 |
| CARRIER MILLS | IL | 62917 | (618) 994-2323 |
| WESTMONT | IL | 60559 | (630) 960-2026 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/02/2009

01/21/2009

01/02/2009

01/20/2009

01/02/2009

01/20/2009

12/30/2008

01/19/2009

01/09/2009

01/17/2009

12/31/2008

01/16/2009

12/30/2008

01/16/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

accidents.

| | | |
|--|----------|---|
| Provide enough notice before discharging or transferring a resident. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

| | | |
|--|----------|---|
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

| | | |
|--|----------|---|
| Keep accurate and appropriate medical records. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

| | | |
|--|----------|---|
| Provide services to meet the needs and preferences of each resident. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

| | | |
|--|----------|---|
| Provide enough notice before discharging or transferring a resident. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

| | | |
|--|----------|---|
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

| | | |
|---|----------|---|
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|---------------------------------|---------------------|
| 145571 | CEDAR RIDGE HEALTH REHAB CENTER | ONE PERRYMAN STREET |
| 145828 | AVENUE CARE NURSING & REHAB CTR | 4505 SOUTH DREXEL |
| 146098 | SHARON HEALTH CARE ELMS | 3611 NORTH ROCHELLE |
| 146098 | SHARON HEALTH CARE ELMS | 3611 NORTH ROCHELLE |
| 146098 | SHARON HEALTH CARE ELMS | 3611 NORTH ROCHELLE |
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| 146098 | SHARON HEALTH CARE ELMS | 3611 NORTH ROCHELLE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| LEBANON | IL | 62254 | (618) 537-6165 |
| CHICAGO | IL | 60653 | (773) 285-0550 |
| PEORIA | IL | 61604 | (309) 688-4412 |
| PEORIA | IL | 61604 | (309) 688-4412 |
| PEORIA | IL | 61604 | (309) 688-4412 |
| PEORIA | IL | 61604 | (309) 688-4412 |
| PEORIA | IL | 61604 | (309) 688-4412 |
| PEORIA | IL | 61604 | (309) 688-4412 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Quality Care Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Mistreatment Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that follow each resident's written care plan. | Isolated | Minimal harm or potential for actual harm |
| Have enough nurses to care for every resident in a way that maximizes the resident's well being. | Pattern | Minimal harm or potential for actual harm |
| Use a registered nurse at least 8 hours a day, 7 days a week. | Widespread | Minimal harm or potential for actual harm |
| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
| Protect each resident from all abuse, physical punishment, and being separated from others. | Isolated | Actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of | Pattern | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 146098 | SHARON HEALTH CARE ELMS | 3611 NORTH ROCHELLE |
| 146098 | SHARON HEALTH CARE ELMS | 3611 NORTH ROCHELLE |
| 146098 | SHARON HEALTH CARE ELMS | 3611 NORTH ROCHELLE |
| 146098 | SHARON HEALTH CARE ELMS | 3611 NORTH ROCHELLE |
| 146098 | SHARON HEALTH CARE ELMS | 3611 NORTH ROCHELLE |
| 145211 | BRENTWOOD SUB-ACUTE HEALTHCARE CENTER | 5400 WEST 87TH STREET |
| 145714 | OAK PARK HEALTHCARE CENTER | 625 NORTH HARLEM |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| PEORIA | IL | 61604 | (309) 688-4412 |
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| PEORIA | IL | 61604 | (309) 688-4412 |
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| PEORIA | IL | 61604 | (309) 688-4412 |
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| PEORIA | IL | 61604 | (309) 688-4412 |
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| BURBANK | IL | 60459 | (708) 423-1200 |
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| OAK PARK | IL | 60302 | (708) 848-5966 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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12/22/2008

01/16/2009

12/22/2008

01/16/2009

12/18/2008

01/15/2009

12/26/2008

01/15/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

residents.

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| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
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| Give professional services that follow each resident's written care plan. | Isolated | Minimal harm or potential for actual harm |
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| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
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| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Pattern | Minimal harm or potential for actual harm |
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| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
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| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
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| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145895 | STEPHENSON NURSING CENTER | 2946 SOUTH WALNUT ROAD |
| 145895 | STEPHENSON NURSING CENTER | 2946 SOUTH WALNUT ROAD |
| 145931 | LIEBERMAN CENTER FOR HEALTH & REHAB | 9700 GROSS POINT ROAD |
| 145969 | BERKSHIRE NURSING & REHAB CENTER | 8200 WEST ROOSEVELT ROAD |
| 145969 | BERKSHIRE NURSING & REHAB CENTER | 8200 WEST ROOSEVELT ROAD |
| 145969 | BERKSHIRE NURSING & REHAB CENTER | 8200 WEST ROOSEVELT ROAD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| FREEPORT | IL | 61032 | (815) 235-6173 |
| FREEPORT | IL | 61032 | (815) 235-6173 |
| SKOKIE | IL | 60076 | (847) 929-3213 |
| FOREST PARK | IL | 60130 | (708) 488-9850 |
| FOREST PARK | IL | 60130 | (708) 488-9850 |
| FOREST PARK | IL | 60130 | (708) 488-9850 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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12/10/2008

01/15/2009

12/24/2008

01/15/2009

12/24/2008

01/15/2009

12/24/2008

01/15/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Provide needed housekeeping and maintenance. | Isolated | Minimal harm or potential for actual harm |
| Let the resident or the resident's representative look at all records. | Pattern | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145266 | FONDULAC REHABILITATION & HCC | 901 ILLINI DRIVE |
| 145868 | ARLINGTON REHAB & LIVING CTR | 1666 CHECKER ROAD |
| 145906 | DIXON HEALTHCARE & REHAB CENTER | 800 DIVISION STREET |
| 145906 | DIXON HEALTHCARE & REHAB CENTER | 800 DIVISION STREET |
| 14E848 | DECATUR REHAB & HEALTH CARE CENTER | 136 SOUTH DIPPER LANE |
| 145222 | WOODSTOCK RESIDENCE | 309 MCHENRY AVENUE |
| 145668 | LINCOLN HOME, THE | 150 NORTH 27TH STREET |
| 145668 | LINCOLN HOME, THE | 150 NORTH 27TH STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| EAST PEORIA | IL | 61611 | (309) 694-6446 |
| LONG GROVE | IL | 60047 | (847) 419-1111 |
| DIXON | IL | 61021 | (815) 284-3393 |
| DIXON | IL | 61021 | (815) 284-3393 |
| DECATUR | IL | 62522 | (217) 428-7767 |
| WOODSTOCK | IL | 60098 | (815) 338-1700 |
| BELLEVILLE | IL | 62226 | (618) 235-6600 |
| BELLEVILLE | IL | 62226 | (618) 235-6600 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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12/30/2008

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12/30/2008

01/13/2009

07/29/2008

01/13/2009

12/17/2008

01/12/2009

12/17/2008

01/12/2009

12/17/2008

01/12/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Get rid of garbage properly. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is safe, easy to use, clean and comfortable. | Pattern | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Keep accurate and appropriate medical records. | Pattern | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 146068 | SUNNY ACRES NURSING HOME | 19130 SUNNY ACRES ROAD |
| 146087 | SOUTHVIEW MANOR | 3311 S. MICHIGAN AVE. |
| 146087 | SOUTHVIEW MANOR | 3311 S. MICHIGAN AVE. |
| 146087 | SOUTHVIEW MANOR | 3311 S. MICHIGAN AVE. |
| 146087 | SOUTHVIEW MANOR | 3311 S. MICHIGAN AVE. |
| 146087 | SOUTHVIEW MANOR | 3311 S. MICHIGAN AVE. |
| 145460 | WINCHESTER HOUSE | 1125 NORTH MILWAUKEE AVENUE |
| 145967 | MCALLISTER NURSING & REHAB | 18300 S. LAVERGNE AVE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| PETERSBURG | IL | 62675 | (217) 632-2334 |
| CHICAGO | IL | 60616 | (312) 326-9101 |
| CHICAGO | IL | 60616 | (312) 326-9101 |
| CHICAGO | IL | 60616 | (312) 326-9101 |
| CHICAGO | IL | 60616 | (312) 326-9101 |
| CHICAGO | IL | 60616 | (312) 326-9101 |
| LIBERTYVILLE | IL | 60048 | (847) 377-7200 |
| TINLEY PARK | IL | 60477 | (708) 798-2272 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Environmental Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Administration Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Resident Assessment Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Quality Care Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Provide social services for related medical problems to help each resident achieve the highest possible quality of life. | Isolated | Minimal harm or potential for actual harm |
| Give or get special rehabilitation if in the patient's plan of care. | Isolated | Immediate jeopardy to resident health or safety |
| Have licensed, certified, or registered staff to give needed services. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Pattern | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Have enough nurses to care for every resident in a way that maximizes the resident's well being. | Pattern | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145585 | CASEYVILLE NURSING & REHAB CTR | 601 WEST LINCOLN AVENUE |
| 145921 | HITZ MEMORIAL HOME | 201 BELLE STREET, P O BOX 79 |
| 145581 | CAHOKIA NURSING & REHAB CENTER | 2 ANNABLE COURT |
| 145661 | JACKSON SQUARE N & REHAB CTR | 5130 WEST JACKSON BOULEVARD |
| 145668 | LINCOLN HOME, THE | 150 NORTH 27TH STREET |
| 145813 | METROPOLIS NURSING & REHAB CENTER | 2299 METROPOLIS STREET |
| 145985 | UNIVERSITY NURSING & REHABILITATION | UNIVERSITY DRIVE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| CASEYVILLE | IL | 62232 | (618) 345-3072 |
| ALHAMBRA | IL | 62001 | (618) 488-2355 |
| CAHOKIA | IL | 62206 | (618) 332-0114 |
| CHICAGO | IL | 60644 | (773) 921-8000 |
| BELLEVILLE | IL | 62226 | (618) 235-6600 |
| METROPOLIS | IL | 62960 | (618) 524-2634 |
| EDWARDSVILLE | IL | 62025 | (618) 656-1081 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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12/29/2008

01/09/2009

12/30/2008

01/09/2009

12/10/2008

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12/11/2008

01/09/2009

12/16/2008

01/09/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly. | Pattern | Potential for minimal harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents receive treatment/services to continue to be able to care for themselves, unless a change is unavoidable. | Isolated | Minimal harm or potential for actual harm |
| Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly. | Isolated | Minimal harm or potential for actual harm |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145636 | CHARLESTON REHAB & HEALTH CARE CENTER | 716 EIGHTEENTH STREET |
| 145668 | LINCOLN HOME, THE | 150 NORTH 27TH STREET |
| 145670 | SHERWIN MANOR NURSING CENTER, LLC | 7350 NORTH SHERIDAN ROAD |
| 145180 | RIVIERA CARE CENTER | 490 WEST 16TH PLACE |
| 145142 | ALDEN ALMA NELSON MANOR | 550 SOUTH MULFORD AVENUE |
| 145454 | CARLINVILLE REHAB & HCC | 751 NORTH OAK STREET |
| 146078 | PERSHING CONVALESCENT HOME | 3900 SOUTH OAK PARK AVENUE |

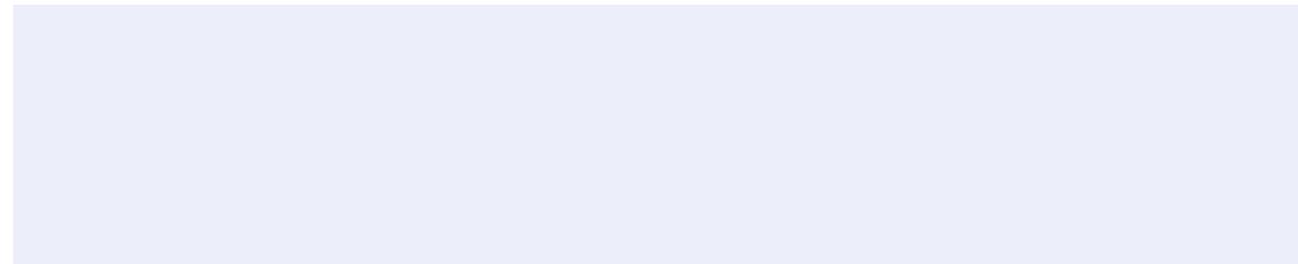
Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| CHARLESTON | IL | 61920 | (217) 345-7054 |
| BELLEVILLE | IL | 62226 | (618) 235-6600 |
| CHICAGO | IL | 60626 | (773) 274-1000 |
| CHICAGO HEIGHTS | IL | 60411 | (708) 481-4444 |
| ROCKFORD | IL | 61108 | (815) 484-1002 |
| CARLINVILLE | IL | 62626 | (217) 854-2511 |
| STICKNEY | IL | 60402 | (708) 484-7543 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency



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01/08/2009

12/19/2008

01/08/2009

01/02/2009

01/07/2009

12/23/2008

01/06/2009

12/12/2008

01/06/2009

12/12/2008

01/06/2009

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency



Health Quality Care Deficiencies

Health Pharmacy Service Deficiencies

Health Environmental Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | | harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Properly mark drugs and other similar products. | Pattern | Minimal harm or potential for actual harm |
| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
| Make sure that each resident's nutritional needs were met. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Have enough nurses to care for every resident in a way that maximizes the resident's well being. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145547 | DEKALB COUNTY REHAB & NURSING | 2600 NORTH ANNIE GLIDDEN ROAD |
| 145478 | NOKOMIS REHAB & HEALTH CARE CENTER | 505 STEVENS STREET |
| 145733 | JERSEYVILLE MANOR | 1251 NORTH STATE STREET |
| 145121 | EUNICE C SMITH NURSING HOME | 1251 COLLEGE AVENUE |
| 145418 | ROYAL OAKS CARE CENTER | 605 EAST CHURCH STREET, P O BOX 600 |
| 145418 | ROYAL OAKS CARE CENTER | 605 EAST CHURCH STREET, P O BOX 600 |
| 145719 | MAPLE RIDGE CARE CENTRE | 2202 NORTH KICKAPOO STREET |
| 145027 | HEARTLAND OF MOLINE | 833 SIXTEENTH |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| DEKALB | IL | 60115 | (815) 758-2477 |
| NOKOMIS | IL | 62075 | (217) 563-7725 |
| JERSEYVILLE | IL | 62052 | (618) 498-6441 |
| ALTON | IL | 62002 | (618) 463-7330 |
| KEWANEE | IL | 61443 | (309) 852-3389 |
| KEWANEE | IL | 61443 | (309) 852-3389 |
| LINCOLN | IL | 62656 | (217) 735-1538 |
| MOLINE | IL | 61265 | (309) 764-6744 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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12/30/2008 12/30/2008

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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Quality Care Deficiencies |
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| Health | Mistreatment Deficiencies |
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| Health | Resident Rights Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Resident Rights Deficiencies |
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| Health | Resident Rights Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |
| Use a registered nurse at least 8 hours a day, 7 days a week. | Widespread | Potential for minimal harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Let the appropriate people see and talk to each resident. | Isolated | Minimal harm or potential for actual harm |
| Provide social services for related medical problems to help each resident achieve the highest possible quality of life. | Isolated | Minimal harm or potential for actual harm |
| Provide services to meet the needs and preferences of each resident. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

AVENUE

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| 145668 | LINCOLN HOME, THE | 150 NORTH 27TH STREET |
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| 145668 | LINCOLN HOME, THE | 150 NORTH 27TH STREET |
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| 145834 | COLUMBUS PARK N & REHAB CENTER | 901 SOUTH AUSTIN |
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| 145937 | FAIRVIEW NURSING PLAZA | 321 ARNOLD AVENUE |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| BELLEVILLE | IL | 62226 | (618) 235-6600 |
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| BELLEVILLE | IL | 62226 | (618) 235-6600 |
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| CHICAGO | IL | 60644 | (773) 287-5959 |
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| ROCKFORD | IL | 61108 | (815) 397-5531 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

12/10/2008

12/29/2008

12/10/2008

12/29/2008

12/11/2008

12/29/2008

12/09/2008

12/29/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

doctor, and a family member if:
the resident is injured, there is a
major change in resident's
physical/mental health, there is a
need to alter treatment
significantly, or the resident must
be transferred or discharged.

harm

Give professional services that
meet a professional standard of
quality.

Pattern

Minimal harm or potential for actual
harm

Immediately tell the resident,
doctor, and a family member if:
the resident is injured, there is a
major change in resident's
physical/mental health, there is a
need to alter treatment
significantly, or the resident must
be transferred or discharged.

Isolated

Minimal harm or potential for actual
harm

Write and use policies that forbid
mistreatment, neglect and abuse
of residents and theft of residents'
property.

Isolated

Minimal harm or potential for actual
harm

1) Hire only people who have no
legal history of abusing,
neglecting or mistreating
residents; or 2) report and

Pattern

Minimal harm or potential for actual
harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|------------------------------------|-------------------------------|
| 146078 | PERSHING CONVALESCENT HOME | 3900 SOUTH OAK PARK AVENUE |
| 145478 | NOKOMIS REHAB & HEALTH CARE CENTER | 505 STEVENS STREET |
| 145290 | CALVIN JOHNSON CARE CENTER | 727 NORTH 17TH STREET |
| 145290 | CALVIN JOHNSON CARE CENTER | 727 NORTH 17TH STREET |
| 145290 | CALVIN JOHNSON CARE CENTER | 727 NORTH 17TH STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| STICKNEY | IL | 60402 | (708) 484-7543 |
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| NOKOMIS | IL | 62075 | (217) 563-7725 |
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| BELLEVILLE | IL | 62226 | (618) 234-3323 |
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| BELLEVILLE | IL | 62226 | (618) 234-3323 |
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| BELLEVILLE | IL | 62226 | (618) 234-3323 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

12/12/2008

12/28/2008

12/11/2008

12/26/2008

12/03/2008

12/24/2008

12/03/2008

12/24/2008

12/03/2008

12/24/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Pharmacy Service Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| investigate any acts or reports of abuse, neglect or mistreatment of residents. | | |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
| 1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects. | Isolated | Minimal harm or potential for actual harm |
| Provide enough notice before discharging or transferring a resident. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Pattern | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse | Pattern | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-----------|---------------------------------|-------------------------|
| 145618 | SALEM VILLAGE NURSING & REHAB | 1314 ROWELL AVENUE |
| 145689 | MANORCARE OF ELK GROVE VILLAGE | 1920 NERGE ROAD |
| 145806 | WARREN PARK HEALTH & LIVING CTR | 6700 NORTH DAMEN AVENUE |
| 145867 | FAIRMONT CARE CENTRE | 5061 NORTH PULASKI ROAD |
| 1.40E+248 | JOLIET TERRACE | 2230 MCDONOUGH |
| 145626 | OAKTON PAVILLION | 1660 OAKTON PLACE |
| 145626 | OAKTON PAVILLION | 1660 OAKTON PLACE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|----|-------|----------------|
| JOLIET | IL | 60433 | (815) 727-5451 |
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| ELK GROVE VILLAGE | IL | 60007 | (847) 301-0550 |
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| CHICAGO | IL | 60645 | (773) 465-5000 |
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| CHICAGO | IL | 60630 | (773) 604-8112 |
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| JOLIET | IL | 60436 | (815) 729-3801 |
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| DES PLAINES | IL | 60018 | (847) 299-5588 |
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| DES PLAINES | IL | 60018 | (847) 299-5588 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

12/01/2008

12/23/2008

12/05/2008

12/22/2008

10/28/2008

12/22/2008

12/09/2008

12/22/2008

12/22/2008

12/22/2008

11/19/2008

12/19/2008

11/19/2008

12/19/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

of residents and theft of residents' property.

Make sure that the nursing home area is free of dangers that cause accidents.

Actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Immediate jeopardy to resident health or safety

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

1) Hire only people who have no

Isolated

Minimal harm or potential for actual

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|------------------------|----------------------------|
| 145626 | OAKTON PAVILLION | 1660 OAKTON PLACE |
| 145894 | FOX RIVER PAVILION | 400 EAST NEW YORK STREET |
| 145894 | FOX RIVER PAVILION | 400 EAST NEW YORK STREET |
| 145913 | EXCEPTIONAL CARE, LLC | 5701 WEST 79TH STREET |
| 145764 | RENAISSANCE PARK SOUTH | 10935 SOUTH HALSTED STREET |
| 145764 | RENAISSANCE PARK SOUTH | 10935 SOUTH HALSTED STREET |
| 145764 | RENAISSANCE PARK SOUTH | 10935 SOUTH HALSTED STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| DES PLAINES | IL | 60018 | (847) 299-5588 |
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|--------|----|-------|----------------|
| AURORA | IL | 60505 | (630) 897-8714 |
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| AURORA | IL | 60505 | (630) 897-8714 |
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| BURBANK | IL | 60459 | (708) 499-5400 |
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| CHICAGO | IL | 60628 | (773) 928-2000 |
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| CHICAGO | IL | 60628 | (773) 928-2000 |
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| CHICAGO | IL | 60628 | (773) 928-2000 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

11/19/2008

12/19/2008

11/21/2008

12/19/2008

11/21/2008

12/19/2008

12/05/2008

12/19/2008

12/16/2008

12/18/2008

12/16/2008

12/18/2008

12/16/2008

12/18/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Administration Deficiencies

Health

Administration Deficiencies

Health

Resident Assessment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | | harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary. | Pattern | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
| Provide services to meet the needs and preferences of each resident. | Pattern | Potential for minimal harm |
| Choose a doctor to be the medical director. | Isolated | Minimal harm or potential for actual harm |
| Keep accurate and appropriate medical records. | Isolated | Minimal harm or potential for actual harm |
| Make sure that doctors visit residents regularly, as required. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|--------------------------------|------------------------|
| 145581 | CAHOKIA NURSING & REHAB CENTER | 2 ANNABLE COURT |
| 145654 | LAKEVIEW NURSING & REHAB CTRE | 735 WEST DIVERSEY |
| 145761 | LAKWOOD NRSG & REHAB CENTER | 14718 S EASTERN AVENUE |
| 146080 | COUNTRYVIEW CC OF MACOMB | 400 WEST GRANT STREET |
| 145087 | MANORCARE OF OAK LAWN WEST | 6300 WEST 95TH STREET |
| 145497 | THREE SPRINGS LODGE NURSING H | 161 THREE SPRINGS ROAD |
| 145497 | THREE SPRINGS LODGE NURSING H | 161 THREE SPRINGS ROAD |
| 145497 | THREE SPRINGS LODGE NURSING H | 161 THREE SPRINGS ROAD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|------------|----|-------|----------------|
| CAHOKIA | IL | 62206 | (618) 332-0114 |
| CHICAGO | IL | 60614 | (773) 348-4055 |
| PLAINFIELD | IL | 60544 | (815) 436-3400 |
| MACOMB | IL | 61455 | (309) 837-2386 |
| OAK LAWN | IL | 60453 | (708) 599-8800 |
| CHESTER | IL | 62233 | (618) 826-3210 |
| CHESTER | IL | 62233 | (618) 826-3210 |
| CHESTER | IL | 62233 | (618) 826-3210 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

11/26/2008

12/17/2008

12/05/2008

12/17/2008

12/15/2008

12/17/2008

12/09/2008

12/17/2008

11/20/2008

12/16/2008

12/16/2008

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12/16/2008

12/16/2008

12/16/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Environmental Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Resident Rights Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Give each resident enough fluids to keep them healthy and prevent dehydration. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Have enough nurses to care for every resident in a way that maximizes the resident's well being. | Pattern | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Immediate jeopardy to resident health or safety |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|---------------------------------|-------------------------------|
| 145079 | MENARD CONVALESCENT CENTER | 120 ANTLE STREET |
| 145828 | AVENUE CARE NURSING & REHAB CTR | 4505 SOUTH DREXEL |
| 145058 | HERITAGE MANOR-CHILLICOTHE | 1028 HILLCREST DRIVE |
| 14A289 | LITTLE SISTERS OF THE POOR | 2325 NORTH LAKEWOOD AVENUE |
| 145316 | EMBASSY HEALTH CARE CENTER | 555 WEST KAHLER |
| 145424 | GLENSHIRE NURSING & REHAB CTRE | 22660 SOUTH CICERO AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

PETERSBURG IL 62675 (217) 632-2249

CHICAGO IL 60653 (773) 285-0550

CHILLICOTHE IL 61523 (309) 274-2194

CHICAGO IL 60614 (773) 935-9600

WILMINGTON IL 60481 (815) 476-2200

RIGHTON PARK IL 60471 (708) 747-6120

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

12/02/2008

12/15/2008

12/03/2008

12/15/2008

12/02/2008

12/14/2008

11/14/2008

12/13/2008

11/07/2008

12/12/2008

12/09/2008

12/12/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Give professional services that meet a professional standard of quality.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Actual harm

Provide services to meet the needs and preferences of each resident.

Pattern

Minimal harm or potential for actual harm

Make sure that residents who cannot care for themselves

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|------------------------------------|------------------------------|
| 145662 | GLEN BRIDGE N & REHAB CENTRE | 8333 WEST GOLF ROAD |
| 145730 | CONTINENTAL NURSING & REHAB CENTER | 5336 NORTH WESTERN AVENUE |
| 145730 | CONTINENTAL NURSING & REHAB CENTER | 5336 NORTH WESTERN AVENUE |
| 145879 | TRI-STATE NURSING & REHAB CTR | 2500 EAST 175TH STREET |
| 145244 | LAKE SHORE HLTHCARE &REHAB CTR | 7200 NORTH SHERIDAN ROAD |
| 145798 | COUNTRYSIDE NURSING & REHAB CTR | 1635 EAST 154TH STREET |
| 145029 | PROVENA VILLA FRANCISCAN | 210 NORTH SPRINGFIELD AVENUE |
| 145427 | ELDERCARE OF ALTON | 3523 WICKENHAUSER |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---------|----|-------|----------------|
| NILES | IL | 60714 | (847) 966-9190 |
| CHICAGO | IL | 60625 | (773) 271-5600 |
| CHICAGO | IL | 60625 | (773) 271-5600 |
| LANSING | IL | 60438 | (708) 474-7330 |
| CHICAGO | IL | 60626 | (773) 973-7200 |
| DOLTON | IL | 60419 | (708) 841-9550 |
| JOLIET | IL | 60435 | (815) 725-3400 |
| ALTON | IL | 62002 | (618) 465-8887 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

11/21/2008

12/12/2008

11/24/2008

12/12/2008

11/24/2008

12/12/2008

10/24/2008

12/12/2008

11/26/2008

12/11/2008

11/21/2008

12/11/2008

12/08/2008

12/10/2008

11/18/2008

12/10/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| receive help with eating/drinking, grooming and hygiene. | | |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Offer other nutritional food to each resident who will not eat the food served. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|--------------------------------|----------------------------|
| 146093 | MEADOWBROOK MANOR - LAGRANGE | 339 9TH AVENUE |
| 14E579 | TAMMERLANE HEALTH CARE CENTRE | 3601 SIXTEENTH AVENUE |
| 145981 | SWANSEA REHAB HEALTH CARE | 1405 NORTH SECOND STREET |
| 145989 | PARKER NURSING & REHAB CENTER | 516 WEST FRECH STREET |
| 145268 | GLENVIEW TERRACE NURSING CTR | 1511 GREENWOOD ROAD |
| 145625 | CALIFORNIA GARDENS N & REHAB C | 2829 SOUTH CALIFORNIA BLVD |
| 145825 | SOUTH ELGIN REHAB & HCC | 746 WEST SPRING STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| LA GRANGE | IL | 60525 | (708) 354-4660 |
| STERLING | IL | 61081 | (815) 626-0233 |
| SWANSEA | IL | 62226 | (618) 233-6625 |
| STREATOR | IL | 61364 | (815) 672-9390 |
| GLENVIEW | IL | 60025 | (847) 729-9090 |
| CHICAGO | IL | 60608 | (773) 847-8061 |
| SOUTH ELGIN | IL | 60177 | (847) 697-0565 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

11/26/2008

12/10/2008

11/26/2008

12/10/2008

11/24/2008

12/09/2008

12/05/2008

12/07/2008

11/19/2008

12/05/2008

11/21/2008

12/05/2008

10/24/2008

12/05/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|------------|---|
| area is free of dangers that cause accidents. | | |
| Give professional services that meet a professional standard of quality. | Pattern | Potential for minimal harm |
| Meet the definition of a skilled nursing facility or nursing facility, according to law. | Isolated | Minimal harm or potential for actual harm |
| Provide needed housekeeping and maintenance. | Pattern | Minimal harm or potential for actual harm |
| Use a registered nurse at least 8 hours a day, 7 days a week. | Widespread | Potential for minimal harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Provide social services for related medical problems to help each resident achieve the highest possible quality of life. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145546 | HERITAGE MANOR-MOUNT ZION | 1225 WOODLAND DRIVE |
| 145546 | HERITAGE MANOR-MOUNT ZION | 1225 WOODLAND DRIVE |
| 145778 | MIDWAY NEUROLOGICAL / REHAB CENTER | 8540 SOUTH HARLEM |
| 145778 | MIDWAY NEUROLOGICAL / REHAB CENTER | 8540 SOUTH HARLEM |
| 145180 | RIVIERA CARE CENTER | 490 WEST 16TH PLACE |
| 145726 | TIMBER POINT HEALTHCARE CENTER | 205 EAST SPRING STREET |
| 145497 | THREE SPRINGS LODGE NURSING H | 161 THREE SPRINGS ROAD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------------------|----|-------|----------------|
| MOUNT ZION | IL | 62549 | (217) 864-2356 |
| MOUNT ZION | IL | 62549 | (217) 864-2356 |
| BRIDGEVIEW | IL | 60455 | (708) 598-2605 |
| BRIDGEVIEW | IL | 60455 | (708) 598-2605 |
| CHICAGO HEIGHTS | IL | 60411 | (708) 481-4444 |
| CAMP POINT | IL | 62320 | (217) 593-7734 |
| CHESTER | IL | 62233 | (618) 826-3210 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

11/18/2008

12/04/2008

11/18/2008

12/04/2008

11/17/2008

12/04/2008

11/17/2008

12/04/2008

11/07/2008

12/03/2008

10/28/2008

12/03/2008

11/10/2008

12/02/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Pharmacy Service Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Fire Safety

Corridor Walls and Doors Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---|------------|---|
| 1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects. | Isolated | Actual harm |
| At least once a month, have a licensed pharmacist check the drugs that each resident takes. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| corridor and hallway doors that block smoke. | Widespread | Minimal harm or potential for actual harm |
| 1) Set up a group that is legally responsible for writing and setting up policies for leading and running the nursing home; or 2) hire a properly licensed administrator. | Widespread | Potential for minimal harm |
| Make sure that the nursing home area is free of dangers that cause | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|----------------------------------|-------------------------|
| 145669 | GLENLAKE TER NRSG & REHAB CENTER | 2222 WEST 14TH STREET |
| 145669 | GLENLAKE TER NRSG & REHAB CENTER | 2222 WEST 14TH STREET |
| 145669 | GLENLAKE TER NRSG & REHAB CENTER | 2222 WEST 14TH STREET |
| 145669 | GLENLAKE TER NRSG & REHAB CENTER | 2222 WEST 14TH STREET |
| 145329 | NORRIDGE HLTHCR & REHAB CENTRE | 7001 WEST CULLOM |
| 145856 | ALL FAITH PAVILION | 3500 SOUTH GILES AVENUE |
| 146083 | MANOR COURT OF PRINCETON | 140 NORTH SIXTH STREET |
| 145795 | TOWER HILL HEALTHCARE CENTER | 759 KANE STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-------------|----|-------|----------------|
| WAUKEGAN | IL | 60085 | (847) 249-2400 |
| WAUKEGAN | IL | 60085 | (847) 249-2400 |
| WAUKEGAN | IL | 60085 | (847) 249-2400 |
| WAUKEGAN | IL | 60085 | (847) 249-2400 |
| NORRIDGE | IL | 60634 | (708) 457-0700 |
| CHICAGO | IL | 60653 | (312) 326-2000 |
| PRINCETON | IL | 61356 | (815) 875-6600 |
| SOUTH ELGIN | IL | 60177 | (847) 697-3310 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

11/07/2008

12/02/2008

11/07/2008

12/02/2008

11/07/2008

12/02/2008

11/07/2008

12/02/2008

11/17/2008

12/01/2008

11/20/2008

12/01/2008

11/12/2008

12/01/2008

11/03/2008

11/30/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Mistreatment Deficiencies |
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| Health | Resident Rights Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Administration Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Resident Assessment Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Environmental Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| accidents. | | |
| Protect residents from mistreatment, neglect, and/or theft of personal property. | Isolated | Actual harm |
| Provide services to meet the needs and preferences of each resident. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Make sure that nurse aides show they have the skills to be able to care for residents. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Make a complete assessment that covers all questions for areas that are listed in official regulations. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|---------------------------------|----------------------------|
| 145806 | WARREN PARK HEALTH & LIVING CTR | 6700 NORTH DAMEN AVENUE |
| 14A057 | ALL AMERICAN NURSING HOME | 5448 NORTH BROADWAY STREET |
| 14A057 | ALL AMERICAN NURSING HOME | 5448 NORTH BROADWAY STREET |
| 145701 | LEXINGTON OF STREAMWOOD | 815 EAST IRVING PARK ROAD |
| 145977 | RENAISSANCE AT SOUTH SHORE,THE | 2425 EAST 71ST STREET |
| 145977 | RENAISSANCE AT SOUTH SHORE,THE | 2425 EAST 71ST STREET |
| 145180 | RIVIERA CARE CENTER | 490 WEST 16TH PLACE |
| 145775 | HARMONY NURSING & REHAB CENTER | 3919 WEST FOSTER AVENUE |
| 145856 | ALL FAITH PAVILION | 3500 SOUTH GILES AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|--------------------|----|-------|----------------|
| CHICAGO | IL | 60645 | (773) 465-5000 |
| CHICAGO | IL | 60640 | (773) 334-2224 |
| CHICAGO | IL | 60640 | (773) 334-2224 |
| STREAMWOOD | IL | 60107 | (630) 837-5300 |
| CHICAGO | IL | 60649 | (773) 721-5000 |
| CHICAGO | IL | 60649 | (773) 721-5000 |
| CHICAGO HEIGHTS | IL | 60411 | (708) 481-4444 |
| CHICAGO | IL | 60625 | (773) 588-9500 |
| CHICAGO | IL | 60653 | (312) 326-2000 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

10/28/2008

11/30/2008

10/30/2008

11/30/2008

10/30/2008

11/30/2008

11/07/2008

11/28/2008

10/30/2008

11/28/2008

11/26/2008

11/28/2008

11/07/2008

11/27/2008

11/05/2008

11/26/2008

08/26/2008

11/26/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Fire Safety | Emergency Plans and Fire Drills Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| accidents. | | |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Provide social services for related medical problems to help each resident achieve the highest possible quality of life. | Isolated | Minimal harm or potential for actual harm |
| Give or get special rehabilitation if in the patient's plan of care. | Isolated | Minimal harm or potential for actual harm |
| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| did not have a written emergency evacuation plan. | Widespread | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Immediate jeopardy to resident health or safety |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|-----------------------------------|--------------------------|
| 145856 | ALL FAITH PAVILION | 3500 SOUTH GILES AVENUE |
| 145856 | ALL FAITH PAVILION | 3500 SOUTH GILES AVENUE |
| 145858 | ELMWOOD NURSING & REHAB CENTER | 152 WILMA DRIVE |
| 145927 | WINDMILL NURSING PAVILION | 16000 SOUTH WABASH |
| 145927 | WINDMILL NURSING PAVILION | 16000 SOUTH WABASH |
| 145419 | ELMWOOD NURSING | 7733 WEST GRAND AVENUE |
| 145419 | ELMWOOD NURSING | 7733 WEST GRAND AVENUE |
| 145670 | SHERWIN MANOR NURSING CENTER, LLC | 7350 NORTH SHERIDAN ROAD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

CHICAGO IL 60653 (312) 326-2000

CHICAGO IL 60653 (312) 326-2000

MARYVILLE IL 62062 (618) 344-7750

SOUTH HOLLAND IL 60473 (708) 339-0600

SOUTH HOLLAND IL 60473 (708) 339-0600

ELMWOOD PARK IL 60707 (708) 452-9200

ELMWOOD PARK IL 60707 (708) 452-9200

CHICAGO IL 60626 (773) 274-1000

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

11/06/2008

11/26/2008

11/20/2008

11/26/2008

10/30/2008

11/26/2008

10/02/2008

11/26/2008

10/02/2008

11/26/2008

10/29/2008

11/25/2008

10/29/2008

11/25/2008

11/03/2008

11/25/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

sores or heal existing bed sores.

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|---|----------|---|
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

| | | |
|---|----------|---|
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

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| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
|---|----------|-------------|

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|---|----------|---|
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

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|---|----------|---|
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

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|---|----------|---|
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

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| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

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| Provide enough notice before discharging or transferring a resident. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|----------------------------------|--------------------------|
| 145856 | ALL FAITH PAVILION | 3500 SOUTH GILES AVENUE |
| 145983 | RENAISSANCE AT 87TH STREET,THE | 2940 WEST 87TH STREET |
| 145983 | RENAISSANCE AT 87TH STREET,THE | 2940 WEST 87TH STREET |
| 145180 | RIVIERA CARE CENTER | 490 WEST 16TH PLACE |
| 145761 | LAKWOOD NRSG & REHAB CENTER | 14718 S EASTERN AVENUE |
| 145761 | LAKWOOD NRSG & REHAB CENTER | 14718 S EASTERN AVENUE |
| 145761 | LAKWOOD NRSG & REHAB CENTER | 14718 S EASTERN AVENUE |
| 145792 | WOODBRIIDGE NURSING PAVILION | 2242 NORTH KEDZIE |
| 145969 | BERKSHIRE NURSING & REHAB CENTER | 8200 WEST ROOSEVELT ROAD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|--------------------|----|-------|----------------|
| CHICAGO | IL | 60653 | (312) 326-2000 |
| CHICAGO | IL | 60652 | (773) 434-8787 |
| CHICAGO | IL | 60652 | (773) 434-8787 |
| CHICAGO HEIGHTS | IL | 60411 | (708) 481-4444 |
| PLAINFIELD | IL | 60544 | (815) 436-3400 |
| PLAINFIELD | IL | 60544 | (815) 436-3400 |
| PLAINFIELD | IL | 60544 | (815) 436-3400 |
| CHICAGO | IL | 60647 | (773) 486-7700 |
| FOREST PARK | IL | 60130 | (708) 488-9850 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

11/06/2008 11/25/2008

11/21/2008 11/25/2008

11/21/2008 11/25/2008

10/31/2008 11/24/2008

11/03/2008 11/24/2008

11/03/2008 11/24/2008

11/03/2008 11/24/2008

10/24/2008 11/24/2008

11/07/2008 11/24/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Actual harm |
| Make sure that residents are safe from serious medication errors. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Provide needed housekeeping and maintenance. | Pattern | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|------------------------------|----------------------------|
| | | ROOSEVELT ROAD |
| 146026 | LEWIS MEMORIAL CHRISTIAN VLG | 3400 WEST WASHINGTON |
| 146026 | LEWIS MEMORIAL CHRISTIAN VLG | 3400 WEST WASHINGTON |
| 146026 | LEWIS MEMORIAL CHRISTIAN VLG | 3400 WEST WASHINGTON |
| 14E841 | DECATUR MANOR HEALTHCARE | 1016 WEST PERSHING ROAD |
| 145856 | ALL FAITH PAVILION | 3500 SOUTH GILES AVENUE |
| 145336 | WARREN BARR PAVILION | 66 WEST OAK STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|-------------|----|-------|----------------|
| SPRINGFIELD | IL | 62702 | (217) 787-9600 |
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| SPRINGFIELD | IL | 62702 | (217) 787-9600 |
|-------------|----|-------|----------------|

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|-------------|----|-------|----------------|
| SPRINGFIELD | IL | 62702 | (217) 787-9600 |
|-------------|----|-------|----------------|

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|---------|----|-------|----------------|
| DECATUR | IL | 62526 | (217) 875-0833 |
|---------|----|-------|----------------|

| | | | |
|---------|----|-------|----------------|
| CHICAGO | IL | 60653 | (312) 326-2000 |
|---------|----|-------|----------------|

| | | | |
|---------|----|-------|----------------|
| CHICAGO | IL | 60610 | (312) 705-5100 |
|---------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

11/07/2008

11/24/2008

11/07/2008

11/24/2008

11/07/2008

11/24/2008

10/30/2008

11/24/2008

11/20/2008

11/22/2008

10/22/2008

11/21/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Nutrition and Dietary Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| meet a professional standard of quality. | | harm |
| Keep accurate and appropriate medical records. | Pattern | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Prepare food that is nutritional, | Pattern | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|-------------------------------|-----------------------------|
| 145341 | FRIENDSHIP VILLAGE-SCHAUMBURG | 350 WEST SCHAUMBURG ROAD |
| 145457 | ST VINCENT'S HOME | 1440 NORTH 10TH STREET |
| 145457 | ST VINCENT'S HOME | 1440 NORTH 10TH STREET |
| 145457 | ST VINCENT'S HOME | 1440 NORTH 10TH STREET |
| 145715 | WHEATON CARE CENTER | 1325 MANCHESTER ROAD |
| 145736 | ALDEN TOWN MANOR REHAB & HCC | 6120 WEST OGDEN |
| 145736 | ALDEN TOWN MANOR REHAB & HCC | 6120 WEST OGDEN |
| 145248 | MORTON VILLA CARE CENTER | 190 EAST QUEENWOOD ROAD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|------------|----|-------|----------------|
| SCHAUMBURG | IL | 60194 | (847) 884-5000 |
| QUINCY | IL | 62301 | (217) 224-3780 |
| QUINCY | IL | 62301 | (217) 224-3780 |
| QUINCY | IL | 62301 | (217) 224-3780 |
| WHEATON | IL | 60187 | (630) 668-2500 |
| CICERO | IL | 60804 | (708) 863-0500 |
| CICERO | IL | 60804 | (708) 863-0500 |
| MORTON | IL | 61550 | (309) 266-9741 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

11/17/2008

11/21/2008

10/02/2008

11/21/2008

11/20/2008

11/21/2008

11/20/2008

11/21/2008

10/30/2008

11/21/2008

10/23/2008

11/21/2008

10/23/2008

11/21/2008

10/21/2008

11/20/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Mistreatment Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Resident Rights Deficiencies |
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| Health | Resident Assessment Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Resident Assessment Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| appetizing, tasty, attractive, well-cooked, and at the right temperature. | | harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Try to resolve each resident's complaints quickly. | Isolated | Minimal harm or potential for actual harm |
| Make sure that doctors visit residents regularly, as required. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--------------------------------|------------------------------|
| 145248 | MORTON VILLA CARE CENTER | 190 EAST QUEENWOOD ROAD |
| 145248 | MORTON VILLA CARE CENTER | 190 EAST QUEENWOOD ROAD |
| 145484 | GLENCREST HEALTHCR & REHAB CTR | 2451 WEST TOUHY AVENUE |
| 146056 | PROVENA HERITAGE VILLAGE | 901 NORTH ENTRANCE AVENUE |
| 146056 | PROVENA HERITAGE VILLAGE | 901 NORTH ENTRANCE AVENUE |
| 146056 | PROVENA HERITAGE VILLAGE | 901 NORTH ENTRANCE AVENUE |
| 146056 | PROVENA HERITAGE VILLAGE | 901 NORTH ENTRANCE AVENUE |
| 145371 | ASTA CARE CENTER OF BLOOMINGTN | 1509 NORTH CALHOUN STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|-------------|----|-------|----------------|
| MORTON | IL | 61550 | (309) 266-9741 |
| MORTON | IL | 61550 | (309) 266-9741 |
| CHICAGO | IL | 60645 | (773) 338-6800 |
| KANKAKEE | IL | 60901 | (815) 939-4506 |
| KANKAKEE | IL | 60901 | (815) 939-4506 |
| KANKAKEE | IL | 60901 | (815) 939-4506 |
| KANKAKEE | IL | 60901 | (815) 939-4506 |
| BLOOMINGTON | IL | 61701 | (309) 827-6046 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

10/21/2008

11/20/2008

10/21/2008

11/20/2008

11/14/2008

11/20/2008

10/22/2008

11/20/2008

10/22/2008

11/20/2008

10/22/2008

11/20/2008

10/22/2008

11/20/2008

10/31/2008

11/19/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| completing them. | | |
| Keep each resident free from physical restraints, unless needed for medical treatment. | Pattern | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents receive treatment/services to continue to be able to care for themselves, unless a change is unavoidable. | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Pattern | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Make a complete assessment that covers all questions for areas | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--------------------------------|-------------------------------|
| | | CALHOUN STREET |
| 145180 | RIVIERA CARE CENTER | 490 WEST 16TH PLACE |
| 146052 | ALHAMBRA CARE CENTER | 417 EAST MAIN STREET, BOX 310 |
| 146052 | ALHAMBRA CARE CENTER | 417 EAST MAIN STREET, BOX 310 |
| 146052 | ALHAMBRA CARE CENTER | 417 EAST MAIN STREET, BOX 310 |
| 146071 | HOME BRIDGE CENTER | 1701 WEST 5TH AVENUE |
| 14E392 | WEST CHICAGO TERRACE | 928 JOLIET ROAD |
| 145221 | FAIRVIEW CARE CENTER OF JOLIET | 222 NORTH HAMMES |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|--------------------|----|-------|----------------|
| CHICAGO HEIGHTS | IL | 60411 | (708) 481-4444 |
|--------------------|----|-------|----------------|

| | | | |
|----------|----|-------|----------------|
| ALHAMBRA | IL | 62001 | (618) 488-3565 |
|----------|----|-------|----------------|

| | | | |
|----------|----|-------|----------------|
| ALHAMBRA | IL | 62001 | (618) 488-3565 |
|----------|----|-------|----------------|

| | | | |
|----------|----|-------|----------------|
| ALHAMBRA | IL | 62001 | (618) 488-3565 |
|----------|----|-------|----------------|

| | | | |
|-----------|----|-------|----------------|
| BELVIDERE | IL | 61008 | (815) 547-5451 |
|-----------|----|-------|----------------|

| | | | |
|--------------|----|-------|----------------|
| WEST CHICAGO | IL | 60185 | (630) 231-9292 |
|--------------|----|-------|----------------|

| | | | |
|--------|----|-------|----------------|
| JOLIET | IL | 60435 | (815) 725-0443 |
|--------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

10/31/2008

11/18/2008

10/22/2008

11/17/2008

10/22/2008

11/17/2008

10/22/2008

11/17/2008

11/06/2008

11/17/2008

11/14/2008

11/15/2008

10/27/2008

11/14/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| that covers all questions for areas that are listed in official regulations. | | harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Make a complete assessment that covers all questions for areas that are listed in official regulations. | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--------------------------------------|----------------------------|
| 146108 | MANOR COURT OF PEORIA | 6900 NORTH STALWORTH |
| 145180 | RIVIERA CARE CENTER | 490 WEST 16TH PLACE |
| 145180 | RIVIERA CARE CENTER | 490 WEST 16TH PLACE |
| 145180 | RIVIERA CARE CENTER | 490 WEST 16TH PLACE |
| 145180 | RIVIERA CARE CENTER | 490 WEST 16TH PLACE |
| 145719 | MAPLE RIDGE CARE CENTRE | 2202 NORTH KICKAPOO STREET |
| 145970 | WINDSOR PARK NURSING & LIVING CENTER | 2649 EAST 75TH ST |
| 145970 | WINDSOR PARK NURSING & LIVING CENTER | 2649 EAST 75TH ST |
| 145970 | WINDSOR PARK NURSING & LIVING CENTER | 2649 EAST 75TH ST |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|--------------------|----|-------|----------------|
| PEORIA | IL | 61615 | (309) 693-1400 |
| CHICAGO HEIGHTS | IL | 60411 | (708) 481-4444 |
| CHICAGO HEIGHTS | IL | 60411 | (708) 481-4444 |
| CHICAGO HEIGHTS | IL | 60411 | (708) 481-4444 |
| CHICAGO HEIGHTS | IL | 60411 | (708) 481-4444 |
| LINCOLN | IL | 62656 | (217) 735-1538 |
| CHICAGO | IL | 60649 | (773) 356-9300 |
| CHICAGO | IL | 60649 | (773) 356-9300 |
| CHICAGO | IL | 60649 | (773) 356-9300 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | |
|------------|------------|
| 11/12/2008 | 11/14/2008 |
| 11/07/2008 | 11/13/2008 |
| 11/07/2008 | 11/13/2008 |
| 11/07/2008 | 11/13/2008 |
| 11/07/2008 | 11/13/2008 |
| 10/29/2008 | 11/13/2008 |
| 10/07/2008 | 11/13/2008 |
| 10/07/2008 | 11/13/2008 |
| 10/07/2008 | 11/13/2008 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | |
|-------------|---|
| Health | Environmental Deficiencies |
| Fire Safety | Corridor Walls and Doors Deficiencies |
| Fire Safety | Smoke Compartmentation and Control Deficiencies |
| Fire Safety | Hazardous Area Deficiencies |
| Fire Safety | Exits and Egress Deficiencies |
| Health | Nutrition and Dietary Deficiencies |
| Health | Environmental Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Resident Rights Deficiencies |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|------------|---|
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| properly constructed windows in hallway walls or doors. | Pattern | Minimal harm or potential for actual harm |
| smoke barrier doors that can resist smoke for at least 20 minutes. | Widespread | Minimal harm or potential for actual harm |
| construction that can resist fire for one hour or an approved fire extinguishing system. | Widespread | Minimal harm or potential for actual harm |
| exits that are accessible at all times. | Widespread | Minimal harm or potential for actual harm |
| Make sure that residents are well nourished. | Pattern | Potential for minimal harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. | Isolated | Minimal harm or potential for actual harm |
| Try to resolve each resident's | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--------------------------------------|-------------------|
| 145970 | WINDSOR PARK NURSING & LIVING CENTER | 2649 EAST 75TH ST |
| 145970 | WINDSOR PARK NURSING & LIVING CENTER | 2649 EAST 75TH ST |
| 145970 | WINDSOR PARK NURSING & LIVING CENTER | 2649 EAST 75TH ST |
| 145970 | WINDSOR PARK NURSING & LIVING CENTER | 2649 EAST 75TH ST |
| 146036 | SHAWNEE CHRISTIAN NURSING CTR | 1901 13TH STREET |
| 146036 | SHAWNEE CHRISTIAN NURSING CTR | 1901 13TH STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---------|----|-------|----------------|
| CHICAGO | IL | 60649 | (773) 356-9300 |
| CHICAGO | IL | 60649 | (773) 356-9300 |
| CHICAGO | IL | 60649 | (773) 356-9300 |
| CHICAGO | IL | 60649 | (773) 356-9300 |
| HERRIN | IL | 62948 | (618) 942-7391 |
| HERRIN | IL | 62948 | (618) 942-7391 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

10/07/2008

11/13/2008

10/07/2008

11/13/2008

10/07/2008

11/13/2008

11/12/2008

11/13/2008

11/12/2008

11/13/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| Try to resolve each resident's complaints quickly. | Isolated | Minimal harm or potential for actual harm |
| Protect residents from mistreatment, neglect, and/or theft of personal property. | Isolated | Immediate jeopardy to resident health or safety |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Immediate jeopardy to resident health or safety |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Keep each resident free from physical restraints, unless needed for medical treatment. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|-----------|-----------------------------------|------------------------|
| 1.40E+161 | SACRED HEART HOME | 1550 SOUTH ALBANY |
| 145457 | ST VINCENT'S HOME | 1440 NORTH 10TH STREET |
| 145457 | ST VINCENT'S HOME | 1440 NORTH 10TH STREET |
| 145457 | ST VINCENT'S HOME | 1440 NORTH 10TH STREET |
| 145457 | ST VINCENT'S HOME | 1440 NORTH 10TH STREET |
| 145938 | PARKSHORE ESTATES NURSING & REHAB | 6125 SOUTH KENWOOD |
| 145403 | ALDEN POPLAR CREEK REHAB & HCC | 1545 BARRINGTON ROAD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|--------------------|----|-------|----------------|
| CHICAGO | IL | 60623 | (773) 277-6868 |
| QUINCY | IL | 62301 | (217) 224-3780 |
| QUINCY | IL | 62301 | (217) 224-3780 |
| QUINCY | IL | 62301 | (217) 224-3780 |
| QUINCY | IL | 62301 | (217) 224-3780 |
| CHICAGO | IL | 60637 | (773) 752-6000 |
| HOFFMAN ESTATES | IL | 60194 | (847) 884-0011 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

10/10/2008

11/13/2008

10/02/2008

11/12/2008

10/02/2008

11/12/2008

10/02/2008

11/12/2008

10/02/2008

11/12/2008

10/16/2008

11/11/2008

10/22/2008

11/10/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Quality Care Deficiencies |
|--------|---------------------------|

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| Health | Resident Rights Deficiencies |
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| Health | Resident Assessment Deficiencies |
|--------|----------------------------------|

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| Health | Quality Care Deficiencies |
|--------|---------------------------|

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| Health | Quality Care Deficiencies |
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|--------|------------------------------|
| Health | Resident Rights Deficiencies |
|--------|------------------------------|

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|--------|----------------------------|
| Health | Environmental Deficiencies |
|--------|----------------------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Provide care in a way that keeps or builds each resident's dignity and self respect. | Isolated | Minimal harm or potential for actual harm |
| Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. | Isolated | Minimal harm or potential for actual harm |
| Provide services to meet the needs and preferences of each resident. | Pattern | Potential for minimal harm |
| Make sure that the nursing home area is free of dangers that cause | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--------------------------------|-----------------------------|
| 145403 | ALDEN POPLAR CREEK REHAB & HCC | 1545 BARRINGTON ROAD |
| 145568 | ST JOSEPH HOSPITAL-CHICAGO | 2900 NORTH LAKE SHORE DRIVE |
| 145600 | HEARTLAND OF CANTON | 2081 NORTH MAIN STREET |
| 145654 | LAKEVIEW NURSING & REHAB CTRE | 735 WEST DIVERSEY |
| 145654 | LAKEVIEW NURSING & REHAB CTRE | 735 WEST DIVERSEY |
| 145829 | BOULEVARD CARE NURSING & REHAB | 3405 SOUTH MICHIGAN AVENUE |
| 145273 | JACKSONVILLE CNV CENTER | 1517 WEST WALNUT STREET |
| 145008 | FAIR ACRES NURSING HOME | 514 EAST JACKSON |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|--------------------|----|-------|----------------|
| HOFFMAN ESTATES | IL | 60194 | (847) 884-0011 |
| CHICAGO | IL | 60657 | (773) 665-3317 |
| CANTON | IL | 61520 | (309) 647-6135 |
| CHICAGO | IL | 60614 | (773) 348-4055 |
| CHICAGO | IL | 60614 | (773) 348-4055 |
| CHICAGO | IL | 60616 | (312) 791-0035 |
| JACKSONVILLE | IL | 62650 | (217) 243-6451 |
| DU QUOIN | IL | 62832 | (618) 542-4731 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

10/24/2008

11/10/2008

10/20/2008

11/10/2008

10/28/2008

11/10/2008

10/08/2008

11/10/2008

10/08/2008

11/10/2008

10/17/2008

11/10/2008

10/10/2008

11/09/2008

10/09/2008

11/07/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|----------------------------|
| Health | Environmental Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Mistreatment Deficiencies |
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|--------|---------------------------|
| Health | Quality Care Deficiencies |
|--------|---------------------------|

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| Health | Resident Rights Deficiencies |
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| Health | Environmental Deficiencies |
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|--------|----------------------------|
| Health | Environmental Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---|----------|---|
| accidents. | | |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Keep each resident free from physical restraints, unless needed for medical treatment. | Isolated | Actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Provide care in a way that keeps or builds each resident's dignity and self respect. | Pattern | Potential for minimal harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|--|------------------------------|
| 145039 | HEARTLAND OF PEORIA | 5600 GLEN ELM DRIVE |
| 14E506 | RAINBOW BEACH CARE CENTER | 7325 SOUTH EXCHANGE |
| 145758 | GLENWOOD HEALTHCARE & REHAB. | 19330 SOUTH COTTAGE GROVE |
| 145856 | ALL FAITH PAVILION | 3500 SOUTH GILES AVENUE |
| 145275 | TIMBERCREEK REHAB & HEALTHCARE CENTER | 2220 STATE STREET |
| 145275 | TIMBERCREEK REHAB & HEALTHCARE CENTER | 2220 STATE STREET |
| 145806 | WARREN PARK HEALTH & LIVING CTR | 6700 NORTH DAMEN AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

PEORIA IL 61614 (309) 693-8777

CHICAGO IL 60649 (773) 731-7300

GLENWOOD IL 60425 (708) 758-6200

CHICAGO IL 60653 (312) 326-2000

PEKIN IL 61554 (309) 347-1110

PEKIN IL 61554 (309) 347-1110

CHICAGO IL 60645 (773) 465-5000

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/25/2008

11/07/2008

10/06/2008

11/07/2008

10/10/2008

11/06/2008

08/26/2008

11/06/2008

10/27/2008

11/05/2008

10/27/2008

11/05/2008

10/08/2008

11/05/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Actual harm |
| Protect residents from mistreatment, neglect, and/or | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|-----------|---------------------------------|-----------------------------|
| 145806 | WARREN PARK HEALTH & LIVING CTR | 6700 NORTH DAMEN AVENUE |
| 145806 | WARREN PARK HEALTH & LIVING CTR | 6700 NORTH DAMEN AVENUE |
| 145253 | HELIA HEALTHCARE OF ZION | 1805 27TH STREET |
| 145694 | ROSEWOOD CARE CENTER OF JOLIET | 3401 HENNEPIN DRIVE |
| 1.40E+153 | MARGARET MANOR - NORTH BRANCH | 940 WEST CULLOM AVENUE |
| 145389 | WATSEKA REHAB & HLTH CARE CTR | 715 EAST RAYMOND ROAD |
| 145486 | SPRING VALLEY NURSING | 1300 NORTH GREENWOOD STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---------|----|-------|----------------|
| CHICAGO | IL | 60645 | (773) 465-5000 |
|---------|----|-------|----------------|

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|---------|----|-------|----------------|
| CHICAGO | IL | 60645 | (773) 465-5000 |
|---------|----|-------|----------------|

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|------|----|-------|----------------|
| ZION | IL | 60099 | (847) 746-3736 |
|------|----|-------|----------------|

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|--------|----|-------|----------------|
| JOLIET | IL | 60435 | (815) 436-5900 |
|--------|----|-------|----------------|

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|---------|----|-------|----------------|
| CHICAGO | IL | 60613 | (773) 525-9000 |
|---------|----|-------|----------------|

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|---------|----|-------|----------------|
| WATSEKA | IL | 60970 | (815) 432-5476 |
|---------|----|-------|----------------|

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|---------------|----|-------|----------------|
| SPRING VALLEY | IL | 61362 | (815) 664-4708 |
|---------------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

10/08/2008

11/05/2008

10/08/2008

11/05/2008

10/23/2008

11/04/2008

10/29/2008

11/03/2008

10/30/2008

11/03/2008

08/22/2008

11/01/2008

09/18/2008

10/31/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health Environmental Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Mistreatment Deficiencies

Health Environmental Deficiencies

Health Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| theft of personal property. | | |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Keep each resident free from physical restraints, unless needed for medical treatment. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--------------------------------|-----------------------------|
| 145486 | SPRING VALLEY NURSING | 1300 NORTH GREENWOOD STREET |
| 145486 | SPRING VALLEY NURSING | 1300 NORTH GREENWOOD STREET |
| 145486 | SPRING VALLEY NURSING | 1300 NORTH GREENWOOD STREET |
| 145618 | SALEM VILLAGE NURSING & REHAB | 1314 ROWELL AVENUE |
| 145866 | HICKORY NURSING PAVILION | 9246 SOUTH ROBERTS ROAD |
| 146079 | HELIA HEALTHCARE OF CARBONDALE | 500 SOUTH LEWIS LANE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---------------|----|-------|----------------|
| SPRING VALLEY | IL | 61362 | (815) 664-4708 |
| SPRING VALLEY | IL | 61362 | (815) 664-4708 |
| SPRING VALLEY | IL | 61362 | (815) 664-4708 |
| JOLIET | IL | 60433 | (815) 727-5451 |
| HICKORY HILLS | IL | 60457 | (708) 598-4040 |
| CARBONDALE | IL | 62901 | (618) 529-5355 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/18/2008

10/31/2008

09/18/2008

10/31/2008

09/18/2008

10/31/2008

09/29/2008

10/31/2008

10/01/2008

10/31/2008

10/23/2008

10/31/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145701 | LEXINGTON OF STREAMWOOD | 815 EAST IRVING PARK ROAD |
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| 145701 | LEXINGTON OF STREAMWOOD | 815 EAST IRVING PARK ROAD |
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| 145701 | LEXINGTON OF STREAMWOOD | 815 EAST IRVING PARK ROAD |
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| 145701 | LEXINGTON OF STREAMWOOD | 815 EAST IRVING PARK ROAD |
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| 145764 | RENAISSANCE PARK SOUTH | 10935 SOUTH HALSTED STREET |
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| 145764 | RENAISSANCE PARK SOUTH | 10935 SOUTH HALSTED STREET |
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| 145764 | RENAISSANCE PARK SOUTH | 10935 SOUTH HALSTED STREET |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| STREAMWOOD | IL | 60107 | (630) 837-5300 |
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| STREAMWOOD | IL | 60107 | (630) 837-5300 |
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| STREAMWOOD | IL | 60107 | (630) 837-5300 |
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| STREAMWOOD | IL | 60107 | (630) 837-5300 |
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| CHICAGO | IL | 60628 | (773) 928-2000 |
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| CHICAGO | IL | 60628 | (773) 928-2000 |
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| CHICAGO | IL | 60628 | (773) 928-2000 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

10/14/2008

10/30/2008

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10/14/2008

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10/14/2008

10/30/2008

10/24/2008

10/30/2008

10/24/2008

10/30/2008

10/24/2008

10/30/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

significantly, or the resident must be transferred or discharged.

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| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
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| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
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| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
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| Have a program to keep infection from spreading. | Pattern | Minimal harm or potential for actual harm |
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| Provide services to meet the needs and preferences of each resident. | Pattern | Minimal harm or potential for actual harm |
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| Provide needed housekeeping and maintenance. | Widespread | Potential for minimal harm |
|--|------------|----------------------------|

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|---|----------|---|
| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, | Isolated | Minimal harm or potential for actual harm |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145764 | RENAISSANCE PARK SOUTH | 10935 SOUTH HALSTED STREET |
| 145764 | RENAISSANCE PARK SOUTH | 10935 SOUTH HALSTED STREET |
| 145764 | RENAISSANCE PARK SOUTH | 10935 SOUTH HALSTED STREET |
| 146084 | PLEASANT VIEW REHAB & HCC | 500 NORTH JACKSON STREET |
| 145268 | GLENVIEW TERRACE NURSING CTR | 1511 GREENWOOD ROAD |
| 145775 | HARMONY NURSING & REHAB CENTER | 3919 WEST FOSTER AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| CHICAGO | IL | 60628 | (773) 928-2000 |
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| CHICAGO | IL | 60628 | (773) 928-2000 |
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| CHICAGO | IL | 60628 | (773) 928-2000 |
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| MORRISON | IL | 61270 | (815) 772-7288 |
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| GLENVIEW | IL | 60025 | (847) 729-9090 |
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| CHICAGO | IL | 60625 | (773) 588-9500 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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10/30/2008

10/24/2008

10/30/2008

10/24/2008

10/30/2008

10/09/2008

10/30/2008

10/08/2008

10/29/2008

10/09/2008

10/29/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.

Make sure that residents are safe from serious medication errors.

Isolated

Minimal harm or potential for actual harm

Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.

Widespread

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.

Isolated

Actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Provide enough notice before discharging or transferring a resident.

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|---------------------------------------|---------------------------|
| 145275 | TIMBERCREEK REHAB & HEALTHCARE CENTER | 2220 STATE STREET |
| 145702 | FAIR OAKS REHAB & HEALTHCARE | 1515 BLACKHAWK BOULEVARD |
| 145702 | FAIR OAKS REHAB & HEALTHCARE | 1515 BLACKHAWK BOULEVARD |
| 145947 | PLAZA NURSING AND REHAB CTR | 3249 WEST 147TH STREET |
| 146092 | HERRIN REHAB & NURSING CENTER | 1900 NORTH PARK AVENUE |
| 145655 | V I P MANOR | 393 EDWARDSVILLE ROAD |
| 145424 | GLENSHIRE NURSING & REHAB CTRE | 22660 SOUTH CICERO AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

PEKIN IL 61554 (309) 347-1110

SOUTH BELOIT IL 61080 (815) 389-3911

SOUTH BELOIT IL 61080 (815) 389-3911

MIDLOTHIAN IL 60445 (708) 389-3141

HERRIN IL 62948 (618) 942-2525

WOOD RIVER IL 62095 (618) 259-4111

RICHTON PARK IL 60471 (708) 747-6120

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

10/17/2008

10/27/2008

10/16/2008

10/27/2008

10/16/2008

10/27/2008

10/09/2008

10/27/2008

10/09/2008

10/27/2008

10/07/2008

10/25/2008

10/14/2008

10/24/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Have enough nurses to care for every resident in a way that maximizes the resident's well being. | Pattern | Minimal harm or potential for actual harm |
| Try to resolve each resident's complaints quickly. | Pattern | Minimal harm or potential for actual harm |
| Provide social services for related medical problems to help each resident achieve the highest possible quality of life. | Isolated | Actual harm |
| Give professional services that follow each resident's written care plan. | Pattern | Minimal harm or potential for actual harm |
| Provide social services for related medical problems to help each resident achieve the highest possible quality of life. | Isolated | Actual harm |
| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145927 | WINDMILL NURSING PAVILION | 16000 SOUTH WABASH |
| 145927 | WINDMILL NURSING PAVILION | 16000 SOUTH WABASH |
| 145927 | WINDMILL NURSING PAVILION | 16000 SOUTH WABASH |
| 146084 | PLEASANT VIEW REHAB & HCC | 500 NORTH JACKSON STREET |
| 145696 | NILES NSG & REHAB CTR | 9777 GREENWOOD |
| 145696 | NILES NSG & REHAB CTR | 9777 GREENWOOD |
| 146036 | SHAWNEE CHRISTIAN NURSING CTR | 1901 13TH STREET |
| 145273 | JACKSONVILLE CNV CENTER | 1517 WEST WALNUT STREET |
| 145311 | HILLCREST NURSING & REHAB CTR | 777 DRAPER |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---------------|----|-------|----------------|
| SOUTH HOLLAND | IL | 60473 | (708) 339-0600 |
| SOUTH HOLLAND | IL | 60473 | (708) 339-0600 |
| SOUTH HOLLAND | IL | 60473 | (708) 339-0600 |
| MORRISON | IL | 61270 | (815) 772-7288 |
| NILES | IL | 60714 | (847) 967-7000 |
| NILES | IL | 60714 | (847) 967-7000 |
| HERRIN | IL | 62948 | (618) 942-7391 |
| JACKSONVILLE | IL | 62650 | (217) 243-6451 |
| JOLIET | IL | 60432 | (815) 727-4794 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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10/02/2008 10/24/2008

10/02/2008 10/24/2008

10/09/2008 10/24/2008

10/07/2008 10/23/2008

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09/29/2008 10/23/2008

10/10/2008 10/22/2008

10/06/2008 10/22/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Environmental Deficiencies |
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| Health | Administration Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Resident Rights Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| care, and prostheses. | | |
| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
| Hire nurse aides who have completed required training and shown that they are skilled. | Isolated | Minimal harm or potential for actual harm |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Provide needed housekeeping and maintenance. | Widespread | Potential for minimal harm |
| Make sure there is a program to prevent/deal with mice, insects, or other pests. | Widespread | Potential for minimal harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145581 | CAHOKIA NURSING & REHAB CENTER | 2 ANNABLE COURT |
| 145581 | CAHOKIA NURSING & REHAB CENTER | 2 ANNABLE COURT |
| 145713 | MOMENCE MEADOWS NURSING & REHAB | 500 SOUTH WALNUT |
| 14E593 | REST HAVEN MANOR | 120 WEST MAIN |
| 145737 | LEXINGTON OF LAGRANGE | 4735 WILLOW SPRINGS ROAD |
| 145615 | COVENTRY LIVING CENTER | 612 WEST ST MARY'S STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| CAHOKIA | IL | 62206 | (618) 332-0114 |
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| CAHOKIA | IL | 62206 | (618) 332-0114 |
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| MOMENCE | IL | 60954 | (815) 472-2423 |
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| ALBION | IL | 62806 | (618) 445-2815 |
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| LA GRANGE | IL | 60525 | (630) 327-5814 |
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| STERLING | IL | 61081 | (815) 626-9020 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/30/2008

10/22/2008

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10/22/2008

09/23/2008

10/22/2008

10/01/2008

10/22/2008

10/03/2008

10/21/2008

10/16/2008

10/20/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

doctor, and a family member if:
the resident is injured, there is a
major change in resident's
physical/mental health, there is a
need to alter treatment
significantly, or the resident must
be transferred or discharged.

harm

Provide services to meet the
needs and preferences of each
resident.

Isolated

Minimal harm or potential for actual
harm

Quickly tell the resident's doctor
the results of lab tests.

Isolated

Minimal harm or potential for actual
harm

Make sure that residents who
cannot care for themselves
receive help with eating/drinking,
grooming and hygiene.

Isolated

Minimal harm or potential for actual
harm

Give each resident care and
services to get or keep the
highest quality of life possible.

Isolated

Minimal harm or potential for actual
harm

Give residents proper treatment
to prevent new bed (pressure)
sores or heal existing bed sores.

Isolated

Minimal harm or potential for actual
harm

1) Hire only people who have no
legal history of abusing,
neglecting or mistreating
residents; or 2) report and

Isolated

Minimal harm or potential for actual
harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|---------------------------------------|------------------------|
| 145220 | PINE CREST HEALTH CARE | 3300 WEST 175TH STREET |
| 145220 | PINE CREST HEALTH CARE | 3300 WEST 175TH STREET |
| 145220 | PINE CREST HEALTH CARE | 3300 WEST 175TH STREET |
| 145468 | CAMBRIDGE NURSING & REHAB CENTER | 9615 NORTH KNOX AVENUE |
| 145597 | PEKIN MANOR | 1520 EL CAMINO DRIVE |
| 145597 | PEKIN MANOR | 1520 EL CAMINO DRIVE |
| 145597 | PEKIN MANOR | 1520 EL CAMINO DRIVE |
| 145636 | CHARLESTON REHAB & HEALTH CARE CENTER | 716 EIGHTEENTH STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| HAZEL CREST | IL | 60429 | (708) 335-2400 |
| HAZEL CREST | IL | 60429 | (708) 335-2400 |
| HAZEL CREST | IL | 60429 | (708) 335-2400 |
| SKOKIE | IL | 60076 | (847) 679-4161 |
| PEKIN | IL | 61554 | (309) 353-1099 |
| PEKIN | IL | 61554 | (309) 353-1099 |
| PEKIN | IL | 61554 | (309) 353-1099 |
| CHARLESTON | IL | 61920 | (217) 345-7054 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

08/04/2008

10/17/2008

08/04/2008

10/17/2008

08/04/2008

10/17/2008

09/16/2008

10/17/2008

06/11/2008

10/17/2008

06/11/2008

10/17/2008

07/02/2008

10/17/2008

10/09/2008

10/17/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| investigate any acts or reports of abuse, neglect or mistreatment of residents. | | |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |
| Make sure that nurse aides show they have the skills to be able to care for residents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Immediate jeopardy to resident health or safety |
| Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents are safe from serious medication errors. | Isolated | Immediate jeopardy to resident health or safety |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | CENTER | STREET |
|--------|---------------------------------------|---------------------------|
| 145636 | CHARLESTON REHAB & HEALTH CARE CENTER | 716 EIGHTEENTH STREET |
| 145678 | LEXINGTON OF SCHAUMBURG | 675 SOUTH ROSELLE ROAD |
| 145998 | ALDEN DES PLAINES REHAB & HC | 1221 EAST GOLF ROAD |
| 145549 | BELHAVEN NURSING & REHAB CENTER | 11401 SOUTH OAKLEY AVENUE |
| 145549 | BELHAVEN NURSING & REHAB CENTER | 11401 SOUTH OAKLEY AVENUE |
| 146064 | LINCOLN MANOR | 2650 NORTH MONROE STREET |
| 145160 | CAPITOL CARE CENTER | 555 WEST CARPENTER |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-------------|----|-------|----------------|
| CHARLESTON | IL | 61920 | (217) 345-7054 |
| SCHAUMBURG | IL | 60193 | (847) 352-5500 |
| DES PLAINES | IL | 60016 | (847) 768-1300 |
| CHICAGO | IL | 60643 | (773) 233-6311 |
| CHICAGO | IL | 60643 | (773) 233-6311 |
| DECATUR | IL | 62526 | (217) 875-1973 |
| SPRINGFIELD | IL | 62702 | (217) 525-1880 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

10/09/2008

10/17/2008

10/01/2008

10/17/2008

09/30/2008

10/17/2008

09/25/2008

10/16/2008

09/25/2008

10/16/2008

10/02/2008

10/16/2008

09/19/2008

10/15/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| services to get or keep the highest quality of life possible. | | harm |
| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145160 | CAPITOL CARE CENTER | 555 WEST CARPENTER |
| 145248 | MORTON VILLA CARE CENTER | 190 EAST QUEENWOOD ROAD |
| 145645 | FOREST HILL HEALTH AND REHAB | 4747 11TH STREET |
| 145645 | FOREST HILL HEALTH AND REHAB | 4747 11TH STREET |
| 145645 | FOREST HILL HEALTH AND REHAB | 4747 11TH STREET |
| 145645 | FOREST HILL HEALTH AND REHAB | 4747 11TH STREET |
| 145645 | FOREST HILL HEALTH AND REHAB | 4747 11TH STREET |
| 145645 | FOREST HILL HEALTH AND REHAB | 4747 11TH STREET |
| 145645 | FOREST HILL HEALTH AND REHAB | 4747 11TH STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| SPRINGFIELD | IL | 62702 | (217) 525-1880 |
| MORTON | IL | 61550 | (309) 266-9741 |
| EAST MOLINE | IL | 61244 | (309) 796-0922 |
| EAST MOLINE | IL | 61244 | (309) 796-0922 |
| EAST MOLINE | IL | 61244 | (309) 796-0922 |
| EAST MOLINE | IL | 61244 | (309) 796-0922 |
| EAST MOLINE | IL | 61244 | (309) 796-0922 |
| EAST MOLINE | IL | 61244 | (309) 796-0922 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 09/29/2008 | 10/15/2008 |
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| 10/14/2008 | 10/15/2008 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Environmental Deficiencies |
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| Health | Resident Rights Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Resident Rights Deficiencies |
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| Health | Mistreatment Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Immediate jeopardy to resident health or safety |
| Provide services to meet the needs and preferences of each resident. | Isolated | Minimal harm or potential for actual harm |
| Have a program to keep infection from spreading. | Pattern | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Pattern | Minimal harm or potential for actual harm |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary. | Isolated | Minimal harm or potential for actual harm |
| Help and prepare each resident for a safe and easy discharge and transfer from the nursing home. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145645 | FOREST HILL HEALTH AND REHAB | 4747 11TH STREET |
| 145679 | CARLTON AT THE LAKE, THE | 725 WEST MONTROSE AVENUE |
| 145718 | CRESTWOOD CARE CENTRE | 14255 SOUTH CICERO AVENUE |
| 145718 | CRESTWOOD CARE CENTRE | 14255 SOUTH CICERO AVENUE |
| 145718 | CRESTWOOD CARE CENTRE | 14255 SOUTH CICERO AVENUE |
| 146087 | SOUTHVIEW MANOR | 3311 S. MICHIGAN AVE. |
| 146087 | SOUTHVIEW MANOR | 3311 S. MICHIGAN AVE. |
| 146087 | SOUTHVIEW MANOR | 3311 S. MICHIGAN AVE. |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| EAST MOLINE | IL | 61244 | (309) 796-0922 |
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| CHICAGO | IL | 60613 | (773) 929-1700 |
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| CRESTWOOD | IL | 60445 | (708) 371-0400 |
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| CRESTWOOD | IL | 60445 | (708) 371-0400 |
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| CRESTWOOD | IL | 60445 | (708) 371-0400 |
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| CHICAGO | IL | 60616 | (312) 326-9101 |
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| CHICAGO | IL | 60616 | (312) 326-9101 |
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| CHICAGO | IL | 60616 | (312) 326-9101 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

10/14/2008

10/15/2008

09/26/2008

10/15/2008

09/19/2008

10/15/2008

09/19/2008

10/15/2008

09/19/2008

10/15/2008

09/25/2008

10/15/2008

09/25/2008

10/15/2008

09/25/2008

10/15/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Mistreatment Deficiencies

Fire Safety

Emergency Plans and Fire Drills Deficiencies

Fire Safety

Fire Alarm Systems Deficiencies

Fire Safety

Smoking Regulations Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

investigate any acts or reports of abuse, neglect or mistreatment of residents.

Tell the resident completely about his or her health status.

Isolated

Minimal harm or potential for actual harm

Provide needed housekeeping and maintenance.

Widespread

Potential for minimal harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Make sure that residents are well nourished.

Isolated

Minimal harm or potential for actual harm

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.

Isolated

Minimal harm or potential for actual harm

did not have a written emergency evacuation plan.

Widespread

Minimal harm or potential for actual harm

an automatic smoke detection system in all hallways.

Widespread

Minimal harm or potential for actual harm

posted "No-smoking" signs in areas where smoking is not permitted or did not provide ashtrays where smoking was allowed.

Widespread

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 146087 | SOUTHVIEW MANOR | 3311 S. MICHIGAN AVE. |
| 146087 | SOUTHVIEW MANOR | 3311 S. MICHIGAN AVE. |
| 146087 | SOUTHVIEW MANOR | 3311 S. MICHIGAN AVE. |
| 145615 | COVENTRY LIVING CENTER | 612 WEST ST MARY'S STREET |
| 145615 | COVENTRY LIVING CENTER | 612 WEST ST MARY'S STREET |
| 145220 | PINE CREST HEALTH CARE | 3300 WEST 175TH STREET |
| 145778 | MIDWAY NEUROLOGICAL / REHAB CENTER | 8540 SOUTH HARLEM |
| 145778 | MIDWAY NEUROLOGICAL / REHAB CENTER | 8540 SOUTH HARLEM |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| CHICAGO | IL | 60616 | (312) 326-9101 |
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| CHICAGO | IL | 60616 | (312) 326-9101 |
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| CHICAGO | IL | 60616 | (312) 326-9101 |
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| STERLING | IL | 61081 | (815) 626-9020 |
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| STERLING | IL | 61081 | (815) 626-9020 |
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| HAZEL CREST | IL | 60429 | (708) 335-2400 |
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| BRIDGEVIEW | IL | 60455 | (708) 598-2605 |
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| BRIDGEVIEW | IL | 60455 | (708) 598-2605 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/25/2008

10/15/2008

09/30/2008

10/15/2008

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10/15/2008

10/02/2008

10/14/2008

10/02/2008

10/14/2008

08/04/2008

10/10/2008

09/19/2008

10/10/2008

09/19/2008

10/10/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Fire Safety

Building Service Equipment Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Pharmacy Service Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| heating and ventilation systems that have been properly installed according to the manufacturer's instructions. | Widespread | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Pattern | Immediate jeopardy to resident health or safety |
| Keep safe, clean and homelike surroundings. | Widespread | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Give each resident enough fluids to keep them healthy and prevent dehydration. | Isolated | Actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| 1) Make sure that residents who | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

145778 MIDWAY NEUROLOGICAL / REHAB CENTER 8540 SOUTH HARLEM

145919 ROCKFORD NURSING & REHAB CENTER 1920 NORTH MAIN STREET

145919 ROCKFORD NURSING & REHAB CENTER 1920 NORTH MAIN STREET

145919 ROCKFORD NURSING & REHAB CENTER 1920 NORTH MAIN STREET

145919 ROCKFORD NURSING & REHAB CENTER 1920 NORTH MAIN STREET

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| BRIDGEVIEW | IL | 60455 | (708) 598-2605 |
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| ROCKFORD | IL | 61103 | (815) 316-1400 |
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| ROCKFORD | IL | 61103 | (815) 316-1400 |
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| ROCKFORD | IL | 61103 | (815) 316-1400 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/19/2008

10/10/2008

09/17/2008

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09/17/2008

10/10/2008

09/17/2008

10/10/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.

At least once a month, have a licensed pharmacist check the drugs that each resident takes.

Isolated

Actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Protect each resident from all abuse, physical punishment, and being separated from others.

Isolated

Actual harm

Protect residents from mistreatment, neglect, and/or theft of personal property.

Isolated

Actual harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145919 | ROCKFORD NURSING & REHAB CENTER | 1920 NORTH MAIN STREET |
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| 145919 | ROCKFORD NURSING & REHAB CENTER | 1920 NORTH MAIN STREET |
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| 145919 | ROCKFORD NURSING & REHAB CENTER | 1920 NORTH MAIN STREET |
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| 145919 | ROCKFORD NURSING & REHAB CENTER | 1920 NORTH MAIN STREET |
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| 145919 | ROCKFORD NURSING & REHAB CENTER | 1920 NORTH MAIN STREET |
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| 145919 | ROCKFORD NURSING & REHAB CENTER | 1920 NORTH MAIN STREET |
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| 145919 | ROCKFORD NURSING & REHAB CENTER | 1920 NORTH MAIN STREET |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| ROCKFORD | IL | 61103 | (815) 316-1400 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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10/10/2008

09/17/2008

10/10/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.

Isolated

Actual harm

Provide services to meet the needs and preferences of each resident.

Isolated

Minimal harm or potential for actual harm

Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.

Isolated

Minimal harm or potential for actual harm

Give professional services that meet a professional standard of quality.

Isolated

Minimal harm or potential for actual harm

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.

Isolated

Actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

Make sure that each resident's nutritional needs were met.

Isolated

Actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145919 | ROCKFORD NURSING & REHAB CENTER | 1920 NORTH MAIN STREET |
| 145919 | ROCKFORD NURSING & REHAB CENTER | 1920 NORTH MAIN STREET |
| 145684 | MANORCARE OF HOMEWOOD | 940 MAPLE AVENUE |
| 145684 | MANORCARE OF HOMEWOOD | 940 MAPLE AVENUE |
| 145696 | NILES NSG & REHAB CTR | 9777 GREENWOOD |
| 145696 | NILES NSG & REHAB CTR | 9777 GREENWOOD |
| 145696 | NILES NSG & REHAB CTR | 9777 GREENWOOD |
| 145696 | NILES NSG & REHAB CTR | 9777 GREENWOOD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| ROCKFORD | IL | 61103 | (815) 316-1400 |
| ROCKFORD | IL | 61103 | (815) 316-1400 |
| HOMEWOOD | IL | 60430 | (708) 799-0244 |
| HOMEWOOD | IL | 60430 | (708) 799-0244 |
| NILES | IL | 60714 | (847) 967-7000 |
| NILES | IL | 60714 | (847) 967-7000 |
| NILES | IL | 60714 | (847) 967-7000 |
| NILES | IL | 60714 | (847) 967-7000 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/17/2008

10/10/2008

09/17/2008

10/10/2008

09/12/2008

10/08/2008

09/12/2008

10/08/2008

06/19/2008

10/08/2008

06/19/2008

10/08/2008

06/19/2008

10/08/2008

06/19/2008

10/08/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Fire Safety

Corridor Walls and Doors Deficiencies

Fire Safety

Vertical Openings Deficiencies

Fire Safety

Hazardous Area Deficiencies

Fire Safety

Automatic Sprinkler Systems Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Be administered in a way that leads to the highest possible level of well being for each resident. | Widespread | Minimal harm or potential for actual harm |
| Make sure that residents are safe from serious medication errors. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| corridors that are separated from common areas by walls constructed to limit the passage of smoke. | Pattern | Minimal harm or potential for actual harm |
| proper stairway enclosures and vertical shafts. | Widespread | Minimal harm or potential for actual harm |
| construction that can resist fire for one hour or an approved fire extinguishing system. | Pattern | Minimal harm or potential for actual harm |
| automatic sprinkler systems that | Widespread | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145901 | LEMONT NURSING & REHAB CENTER | 12450 WALKER ROAD |
| 145982 | MANORCARE OF NORTHBROOK | 3300 MILWAUKEE AVE. |
| 145388 | RICHLAND CARE & REHAB | 410 EAST MACK |
| 145388 | RICHLAND CARE & REHAB | 410 EAST MACK |
| 145278 | STERLING PAVILION | 105 EAST 23RD STREET |
| 145278 | STERLING PAVILION | 105 EAST 23RD STREET |
| 145278 | STERLING PAVILION | 105 EAST 23RD STREET |
| 145358 | COMMUNITY NURSING & REHAB CTR | 1136 NORTH MILL STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| LEMONT | IL | 60439 | (630) 243-0400 |
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| NORTHBROOK | IL | 60062 | (847) 795-9700 |
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| OLNEY | IL | 62450 | (618) 395-7421 |
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| OLNEY | IL | 62450 | (618) 395-7421 |
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| STERLING | IL | 61081 | (815) 626-4264 |
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| STERLING | IL | 61081 | (815) 626-4264 |
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| STERLING | IL | 61081 | (815) 626-4264 |
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| NAPERVILLE | IL | 60563 | (630) 355-3300 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

10/06/2008

10/08/2008

09/17/2008

10/08/2008

10/02/2008

10/07/2008

10/02/2008

10/07/2008

09/25/2008

10/06/2008

09/25/2008

10/06/2008

09/25/2008

10/06/2008

09/22/2008

10/06/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Administration Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| have been maintained in working order. | | harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Protect residents from mistreatment, neglect, and/or theft of personal property. | Isolated | Actual harm |
| Make sure that nurse aides show they have the skills to be able to care for residents. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145358 | COMMUNITY NURSING & REHAB CTR | 1136 NORTH MILL STREET |
| 145358 | COMMUNITY NURSING & REHAB CTR | 1136 NORTH MILL STREET |
| 145555 | EDWARDSVILLE NURSING & REHABILITATION CENTER | 401 ST MARY DRIVE |
| 145555 | EDWARDSVILLE NURSING & REHABILITATION CENTER | 401 ST MARY DRIVE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| NAPERVILLE | IL | 60563 | (630) 355-3300 |
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| NAPERVILLE | IL | 60563 | (630) 355-3300 |
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| EDWARDSVILLE | IL | 62025 | (618) 692-1330 |
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| EDWARDSVILLE | IL | 62025 | (618) 692-1330 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/22/2008

10/06/2008

09/22/2008

10/06/2008

09/29/2008

10/06/2008

09/29/2008

10/06/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency



Health

Resident Rights Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies



Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Provide care in a way that keeps or builds each resident's dignity and self respect.

Isolated

Minimal harm or potential for actual harm

post nurse staffing information.

Widespread

Potential for minimal harm

Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible.

Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145937 | FAIRVIEW NURSING PLAZA | 321 ARNOLD AVENUE |
| 145987 | GALESBURG TERRACE | 1145 FRANK STREET |
| 145987 | GALESBURG TERRACE | 1145 FRANK STREET |
| 145987 | GALESBURG TERRACE | 1145 FRANK STREET |
| 145987 | GALESBURG TERRACE | 1145 FRANK STREET |
| 145593 | MANORCARE OF LIBERTYVILLE | 1500 SOUTH MILWAUKEE AVENUE |
| 145593 | MANORCARE OF LIBERTYVILLE | 1500 SOUTH MILWAUKEE AVENUE |
| 145079 | MENARD CONVALESCENT CENTER | 120 ANTLE STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| ROCKFORD | IL | 61108 | (815) 397-5531 |
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| GALESBURG | IL | 61401 | (309) 342-2103 |
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| GALESBURG | IL | 61401 | (309) 342-2103 |
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| LIBERTYVILLE | IL | 60048 | (847) 816-3200 |
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| LIBERTYVILLE | IL | 60048 | (847) 816-3200 |
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| PETERSBURG | IL | 62675 | (217) 632-2249 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

10/01/2008 10/06/2008

10/03/2008 10/06/2008

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08/25/2008 10/05/2008

08/25/2008 10/05/2008

09/03/2008 10/03/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Make sure that each resident's nutritional needs were met. | Isolated | Minimal harm or potential for actual harm |
| 1) Set up a group that is legally responsible for writing and setting up policies for leading and running the nursing home; or 2) hire a properly licensed administrator. | Widespread | Minimal harm or potential for actual harm |
| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents receive treatment/services to continue to be able to care for themselves, unless a change is unavoidable. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145657 | PROVIDENCE DOWNERS GROVE | 3450 SARATOGA AVENUE |
| 145977 | RENAISSANCE AT SOUTH SHORE,THE | 2425 EAST 71ST STREET |
| 145977 | RENAISSANCE AT SOUTH SHORE,THE | 2425 EAST 71ST STREET |
| 1.40E+248 | JOLIET TERRACE | 2230 MCDONOUGH |
| 1.40E+248 | JOLIET TERRACE | 2230 MCDONOUGH |
| 145967 | MCALLISTER NURSING & REHAB | 18300 S. LAVERGNE AVE |
| 145967 | MCALLISTER NURSING & REHAB | 18300 S. LAVERGNE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| DOWNERS GROVE | IL | 60515 | (630) 969-2900 |
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| CHICAGO | IL | 60649 | (773) 721-5000 |
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| CHICAGO | IL | 60649 | (773) 721-5000 |
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| JOLIET | IL | 60436 | (815) 729-3801 |
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| JOLIET | IL | 60436 | (815) 729-3801 |
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| TINLEY PARK | IL | 60477 | (708) 798-2272 |
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| TINLEY PARK | IL | 60477 | (708) 798-2272 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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10/01/2008

10/02/2008

10/01/2008

10/02/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Provide services to meet the needs and preferences of each resident.

Isolated

Minimal harm or potential for actual harm

Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.

Pattern

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Actual harm

Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Give each resident care and

Isolated

Actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

AVE

145967

MCALLISTER NURSING & REHAB

18300 S. LAVERGNE
AVE

145993

COULTERVILLE CARE CENTER

13138 STATE ROUTE
13

146016

SUNSET REHABILITATION & HEALTH CARE

129 SOUTH 1ST
AVENUE

146023

ARTHUR HOME, THE

423 EBERHARDT
DRIVE

146023

ARTHUR HOME, THE

423 EBERHARDT
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

TINLEY PARK IL 60477 (708) 798-2272

COULTERVILLE IL 62237 (618) 758-2256

CANTON IL 61520 (309) 647-4327

ARTHUR IL 61911 (217) 543-2103

ARTHUR IL 61911 (217) 543-2103

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

10/01/2008

10/02/2008

09/29/2008

10/02/2008

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10/02/2008

09/18/2008

10/02/2008

09/18/2008

10/02/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

services to get or keep the highest quality of life possible.

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Actual harm

Give residents proper treatment to prevent new bed (pressure)

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145160 | CAPITOL CARE CENTER | 555 WEST CARPENTER |
| 145649 | ODIN HEALTH CARE CENTER | 300 GREEN STREET |
| 145705 | NATHAN HEALTH CARE CENTER | 5050 SUMMIT AVENUE |
| 145705 | NATHAN HEALTH CARE CENTER | 5050 SUMMIT AVENUE |
| 145705 | NATHAN HEALTH CARE CENTER | 5050 SUMMIT AVENUE |
| 145705 | NATHAN HEALTH CARE CENTER | 5050 SUMMIT AVENUE |
| 145806 | WARREN PARK HEALTH & LIVING CTR | 6700 NORTH DAMEN AVENUE |
| 145806 | WARREN PARK HEALTH & LIVING CTR | 6700 NORTH DAMEN AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| SPRINGFIELD | IL | 62702 | (217) 525-1880 |
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| ODIN | IL | 62870 | (618) 775-6444 |
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| EAST SAINT LOUIS | IL | 62205 | (618) 874-3597 |
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| EAST SAINT LOUIS | IL | 62205 | (618) 874-3597 |
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| EAST SAINT LOUIS | IL | 62205 | (618) 874-3597 |
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| EAST SAINT LOUIS | IL | 62205 | (618) 874-3597 |
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| CHICAGO | IL | 60645 | (773) 465-5000 |
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| CHICAGO | IL | 60645 | (773) 465-5000 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/19/2008

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10/01/2008

09/09/2008

10/01/2008

09/09/2008

10/01/2008

09/09/2008

10/01/2008

09/16/2008

10/01/2008

09/16/2008

10/01/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

sores or heal existing bed sores.

Provide needed housekeeping and maintenance.

Pattern

Potential for minimal harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Pattern

Minimal harm or potential for actual harm

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.

Isolated

Minimal harm or potential for actual harm

Make sure that each resident's nutritional needs were met.

Isolated

Actual harm

Give each resident enough fluids to keep them healthy and prevent dehydration.

Isolated

Actual harm

Follow all laws and professional standards.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145806 | WARREN PARK HEALTH & LIVING CTR | 6700 NORTH DAMEN AVENUE |
| 145901 | LEMONT NURSING & REHAB CENTER | 12450 WALKER ROAD |
| 145901 | LEMONT NURSING & REHAB CENTER | 12450 WALKER ROAD |
| 145927 | WINDMILL NURSING PAVILION | 16000 SOUTH WABASH |
| 145765 | HERITAGE NURSING HOME | 5888 NORTH RIDGE |
| 145818 | ASTA CARE CENTER OF ROCKFORD | 707 WEST RIVERSIDE BOULEVARD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| CHICAGO | IL | 60645 | (773) 465-5000 |
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| LEMONT | IL | 60439 | (630) 243-0400 |
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| LEMONT | IL | 60439 | (630) 243-0400 |
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| SOUTH HOLLAND | IL | 60473 | (708) 339-0600 |
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| CHICAGO | IL | 60660 | (773) 769-2626 |
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| ROCKFORD | IL | 61103 | (815) 877-5752 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/16/2008

10/01/2008

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09/09/2008

10/01/2008

08/22/2008

09/30/2008

09/19/2008

09/30/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| accidents. | | |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
| Give each resident enough fluids to keep them healthy and prevent dehydration. | Isolated | Actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145818 | ASTA CARE CENTER OF ROCKFORD | 707 WEST RIVERSIDE BOULEVARD |
| 146087 | SOUTHVIEW MANOR | 3311 S. MICHIGAN AVE. |
| 145248 | MORTON VILLA CARE CENTER | 190 EAST QUEENWOOD ROAD |
| 145248 | MORTON VILLA CARE CENTER | 190 EAST QUEENWOOD ROAD |
| 145248 | MORTON VILLA CARE CENTER | 190 EAST QUEENWOOD ROAD |
| 145248 | MORTON VILLA CARE CENTER | 190 EAST QUEENWOOD ROAD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| ROCKFORD | IL | 61103 | (815) 877-5752 |
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| CHICAGO | IL | 60616 | (312) 326-9101 |
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| MORTON | IL | 61550 | (309) 266-9741 |
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| MORTON | IL | 61550 | (309) 266-9741 |
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| MORTON | IL | 61550 | (309) 266-9741 |
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| MORTON | IL | 61550 | (309) 266-9741 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/19/2008

09/30/2008

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09/19/2008

09/29/2008

09/19/2008

09/29/2008

09/19/2008

09/29/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Fire Safety

Hazardous Area Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| significantly, or the resident must be transferred or discharged. | | |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| construction that can resist fire for one hour or an approved fire extinguishing system. | Widespread | Minimal harm or potential for actual harm |
| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. | Isolated | Minimal harm or potential for actual harm |
| Have enough nurses to care for every resident in a way that maximizes the resident's well being. | Pattern | Minimal harm or potential for actual harm |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, | Pattern | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 14E847 | SPRINGFIELD CARE CENTER | 525 SO MARTIN LUTHER KING DR |
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| 14E847 | SPRINGFIELD CARE CENTER | 525 SO MARTIN LUTHER KING DR |
| 145686 | MORTON TERRACE CARE CENTER | 191 EAST QUEENWOOD ROAD |
| 145886 | ALEDO REHAB & HEALTH CARE CENTER | 304 S.W. 12TH STREET |
| 145699 | SHERMAN WEST COURT | 1950 LARKIN AVENUE |
| 145699 | SHERMAN WEST COURT | 1950 LARKIN AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| SPRINGFIELD | IL | 62703 | (217) 789-1680 |
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| SPRINGFIELD | IL | 62703 | (217) 789-1680 |
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| SPRINGFIELD | IL | 62703 | (217) 789-1680 |
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| MORTON | IL | 61550 | (309) 266-5331 |
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| ALEDO | IL | 61231 | (309) 582-5376 |
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| ELGIN | IL | 60123 | (847) 429-5200 |
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| ELGIN | IL | 60123 | (847) 429-5200 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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09/29/2008

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09/29/2008

09/02/2008

09/29/2008

09/12/2008

09/28/2008

09/12/2008

09/27/2008

07/14/2008

09/26/2008

07/14/2008

09/26/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Resident Rights Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| grooming and hygiene. | | |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| 1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects. | Isolated | Actual harm |
| Provide services to meet the needs and preferences of each resident. | Pattern | Minimal harm or potential for actual harm |
| Have licensed, certified, or registered staff to give needed services. | Widespread | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Immediate jeopardy to resident health or safety |
| Make sure that nurse aides show they have the skills to be able to care for residents. | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145699 | SHERMAN WEST COURT | 1950 LARKIN AVENUE |
| 145699 | SHERMAN WEST COURT | 1950 LARKIN AVENUE |
| 145818 | ASTA CARE CENTER OF ROCKFORD | 707 WEST RIVERSIDE BOULEVARD |
| 145818 | ASTA CARE CENTER OF ROCKFORD | 707 WEST RIVERSIDE BOULEVARD |
| 145886 | ALEDO REHAB & HEALTH CARE CENTER | 304 S.W. 12TH STREET |
| 145886 | ALEDO REHAB & HEALTH CARE CENTER | 304 S.W. 12TH STREET |
| 145337 | BRONZEVILLE PARK NSG & LVG CTR | 3400 SOUTH INDIANA |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| ELGIN | IL | 60123 | (847) 429-5200 |
| ELGIN | IL | 60123 | (847) 429-5200 |
| ROCKFORD | IL | 61103 | (815) 877-5752 |
| ROCKFORD | IL | 61103 | (815) 877-5752 |
| ALEDO | IL | 61231 | (309) 582-5376 |
| ALEDO | IL | 61231 | (309) 582-5376 |
| CHICAGO | IL | 60616 | (312) 842-5000 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

08/20/2008

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09/04/2008

09/26/2008

09/04/2008

09/26/2008

09/12/2008

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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Pharmacy Service Deficiencies |
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| Health | Mistreatment Deficiencies |
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| Health | Nutrition and Dietary Deficiencies |
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| Health | Nutrition and Dietary Deficiencies |
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| Health | Administration Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| 1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Hire a qualified dietician. | Widespread | Minimal harm or potential for actual harm |
| Store, cook, and give out food in a safe and clean way. | Pattern | Minimal harm or potential for actual harm |
| Follow all laws and professional standards. | Pattern | Potential for minimal harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145688 | ALDEN PRINCETON REHAB & HCC | 255 WEST 69TH STREET |
| 145688 | ALDEN PRINCETON REHAB & HCC | 255 WEST 69TH STREET |
| 145688 | ALDEN PRINCETON REHAB & HCC | 255 WEST 69TH STREET |
| 145688 | ALDEN PRINCETON REHAB & HCC | 255 WEST 69TH STREET |
| 145006 | AURORA REHAB & LIVING CENTER | 1601 NORTH FARNSWORTH AVENUE |
| 145886 | ALEDO REHAB & HEALTH CARE CENTER | 304 S.W. 12TH STREET |
| 145970 | WINDSOR PARK NURSING & LIVING CENTER | 2649 EAST 75TH ST |
| 145045 | MANORCARE OF NAPERVILLE | 200 MARTIN AVENUE |
| 145278 | STERLING PAVILION | 105 EAST 23RD STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

CHICAGO IL 60621 (773) 224-5900

CHICAGO IL 60621 (773) 224-5900

CHICAGO IL 60621 (773) 224-5900

AURORA IL 60505 (630) 898-1180

ALEDO IL 61231 (309) 582-5376

CHICAGO IL 60649 (773) 356-9300

NAPERVILLE IL 60540 (630) 355-4111

STERLING IL 61081 (815) 626-4264

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/10/2008

09/25/2008

09/10/2008

09/25/2008

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09/25/2008

08/26/2008

09/24/2008

09/12/2008

09/23/2008

09/03/2008

09/23/2008

09/08/2008

09/22/2008

09/10/2008

09/22/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Actual harm |
| Provide needed housekeeping and maintenance. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| post nurse staffing information. | Widespread | Potential for minimal harm |
| Keep all essential equipment working safely. | Widespread | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Have a program to keep infection from spreading. | Pattern | Minimal harm or potential for actual harm |
| Provide care in a way that keeps or builds each resident's dignity and self respect. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145278 | STERLING PAVILION | 105 EAST 23RD STREET |
| 145468 | CAMBRIDGE NURSING & REHAB CENTER | 9615 NORTH KNOX AVENUE |
| 145740 | ASTA CARE CENTER OF ELGIN | 134 NORTH MCLEAN BOULEVARD |
| 145761 | LAKWOOD NRSG & REHAB CENTER | 14718 S EASTERN AVENUE |
| 145983 | RENAISSANCE AT 87TH STREET,THE | 2940 WEST 87TH STREET |
| 146003 | ASPEN RIDGE CARE CENTRE | 2530 NORTH MONROE STREET |
| 146082 | FRANKFORT HEALTHCARE & REHAB CENTER | 2500 EAST ST. LOUIS STREET |
| 146082 | FRANKFORT HEALTHCARE & REHAB CENTER | 2500 EAST ST. LOUIS STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| STERLING | IL | 61081 | (815) 626-4264 |
| SKOKIE | IL | 60076 | (847) 679-4161 |
| ELGIN | IL | 60121 | (847) 742-8822 |
| PLAINFIELD | IL | 60544 | (815) 436-3400 |
| CHICAGO | IL | 60652 | (773) 434-8787 |
| DECATUR | IL | 62526 | (217) 875-0920 |
| WEST FRANKFORT | IL | 62896 | (618) 932-3236 |
| WEST FRANKFORT | IL | 62896 | (618) 932-3236 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/10/2008

09/22/2008

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09/22/2008

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09/22/2008

09/09/2008

09/22/2008

09/12/2008

09/22/2008

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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Administration Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Pharmacy Service Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Have enough nurses to care for every resident in a way that maximizes the resident's well being. | Pattern | Minimal harm or potential for actual harm |
| Make sure that each resident's nutritional needs were met. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Make sure that nurse aides show they have the skills to be able to care for residents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Provide needed housekeeping and maintenance. | Pattern | Potential for minimal harm |
| 1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145006 | AURORA REHAB & LIVING CENTER | 1601 NORTH FARNSWORTH AVENUE |
| 145259 | ALDEN PARK STRATHMOOR | 5668 STRATHMOOR DRIVE |
| 145259 | ALDEN PARK STRATHMOOR | 5668 STRATHMOOR DRIVE |
| 145259 | ALDEN PARK STRATHMOOR | 5668 STRATHMOOR DRIVE |
| 146041 | EAST MOLINE NURSING & REHAB | 430 SOUTH 30TH AVENUE |
| 146048 | MEADOW MANOR | 800 MCADAM DR |
| 145730 | CONTINENTAL NURSING & REHAB CENTER | 5336 NORTH |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

AURORA IL 60505 (630) 898-1180

ROCKFORD IL 61107 (815) 229-5200

ROCKFORD IL 61107 (815) 229-5200

ROCKFORD IL 61107 (815) 229-5200

EAST MOLINE IL 61244 (309) 755-3466

TAYLORVILLE IL 62568 (217) 824-2277

CHICAGO IL 60625 (773) 271-5600

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

08/26/2008

09/19/2008

09/03/2008

09/19/2008

09/03/2008

09/19/2008

09/03/2008

09/19/2008

09/03/2008

09/19/2008

08/21/2008

09/19/2008

08/20/2008

09/18/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Assessment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

unwanted effects.

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| Provide services to meet the needs and preferences of each resident. | Pattern | Minimal harm or potential for actual harm |
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| Protect each resident from all abuse, physical punishment, and being separated from others. | Isolated | Actual harm |
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| Protect residents from mistreatment, neglect, and/or theft of personal property. | Isolated | Actual harm |
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| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. | Isolated | Actual harm |
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| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary. | Isolated | Minimal harm or potential for actual harm |
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| Make a complete assessment that covers all questions for areas that are listed in official regulations. | Isolated | Actual harm |
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| Make a complete assessment | Isolated | Minimal harm or potential for actual |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

WESTERN AVENUE

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| 145730 | CONTINENTAL NURSING & REHAB CENTER | 5336 NORTH WESTERN AVENUE |
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| 145730 | CONTINENTAL NURSING & REHAB CENTER | 5336 NORTH WESTERN AVENUE |
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| 145937 | FAIRVIEW NURSING PLAZA | 321 ARNOLD AVENUE |
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| 145937 | FAIRVIEW NURSING PLAZA | 321 ARNOLD AVENUE |
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| 145208 | BRIDGEVIEW HEALTH CARE CENTER | 8100 SOUTH HARLEM AVENUE |
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| 145598 | SEMINARY MANOR | 2345 NORTH SEMINARY STREET |
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| 146069 | EAST BANK CENTER, LLC | 6131 PARK RIDGE |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| CHICAGO | IL | 60625 | (773) 271-5600 |
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| CHICAGO | IL | 60625 | (773) 271-5600 |
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| ROCKFORD | IL | 61108 | (815) 397-5531 |
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| ROCKFORD | IL | 61108 | (815) 397-5531 |
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| BRIDGEVIEW | IL | 60455 | (708) 594-5440 |
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| GALESBURG | IL | 61401 | (309) 344-1300 |
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| LOVES PARK | IL | 61111 | (815) 633-6810 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

08/20/2008

09/18/2008

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08/25/2008

09/18/2008

08/25/2008

09/18/2008

08/25/2008

09/17/2008

09/16/2008

09/16/2008

09/05/2008

09/16/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| that covers all questions for areas that are listed in official regulations. | | harm |
| Check and update (if needed) each resident's assessment every 3 months. | Isolated | Minimal harm or potential for actual harm |
| Provide social services for related medical problems to help each resident achieve the highest possible quality of life. | Isolated | Minimal harm or potential for actual harm |
| 1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects. | Isolated | Actual harm |
| Properly mark drugs and other similar products. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Protect residents from | Isolated | Immediate jeopardy to resident health or |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

ROAD

146069 EAST BANK CENTER, LLC 6131 PARK RIDGE ROAD

145416 HEARTLAND MANOR NURSING CENTER 410 NORTHWEST THIRD

145614 CHATEAU NRSG & REHAB CENTER 7050 MADISON STREET

145614 CHATEAU NRSG & REHAB CENTER 7050 MADISON STREET

145946 RENAISSANCE AT HILLSIDE 4600 NORTH FRONTAGE ROAD

145988 TRANSITIONS NURSING AND REHABILITATION CENTER 1000 DIXON AVENUE

145429 ALDEN WENTWORTH REHAB & HCC 201 WEST 69TH STREET

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| LOVES PARK | IL | 61111 | (815) 633-6810 |
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| CASEY | IL | 62420 | (217) 932-4081 |
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| WILLOWBROOK | IL | 60521 | (630) 323-6380 |
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| WILLOWBROOK | IL | 60521 | (630) 323-6380 |
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| HILLSIDE | IL | 60162 | (708) 544-9933 |
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| ROCK FALLS | IL | 61071 | (815) 625-8510 |
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| CHICAGO | IL | 60621 | (773) 487-1200 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/05/2008

09/16/2008

08/05/2008

09/15/2008

08/19/2008

09/15/2008

08/19/2008

09/15/2008

08/28/2008

09/15/2008

08/20/2008

09/15/2008

04/15/2008

09/12/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| mistreatment, neglect, and/or theft of personal property. | | safety |
| Give each resident enough fluids to keep them healthy and prevent dehydration. | Isolated | Immediate jeopardy to resident health or safety |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Immediate jeopardy to resident health or safety |
| 1) Review the work of each nurse aide every year; or 2) give regular training for the nurse aides. | Widespread | Minimal harm or potential for actual harm |
| Make sure that nurse aides show they have the skills to be able to care for residents. | Widespread | Minimal harm or potential for actual harm |
| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. | Isolated | Minimal harm or potential for actual harm |
| Keep all essential equipment working safely. | Pattern | Potential for minimal harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145429 | ALDEN WENTWORTH REHAB & HCC | 201 WEST 69TH STREET |
| 145429 | ALDEN WENTWORTH REHAB & HCC | 201 WEST 69TH STREET |
| 145429 | ALDEN WENTWORTH REHAB & HCC | 201 WEST 69TH STREET |
| 145429 | ALDEN WENTWORTH REHAB & HCC | 201 WEST 69TH STREET |
| 145818 | ASTA CARE CENTER OF ROCKFORD | 707 WEST RIVERSIDE BOULEVARD |
| 145818 | ASTA CARE CENTER OF ROCKFORD | 707 WEST RIVERSIDE BOULEVARD |
| 145908 | AMBERWOOD CARE CENTER | 2313 NORTH ROCKTON AVENUE |
| 145308 | MAPLEWOOD CARE | 50 NORTH JANE |
| 145753 | DANVILLE CARE CENTER | 1701 NORTH BOWMAN |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| CHICAGO | IL | 60621 | (773) 487-1200 |
| CHICAGO | IL | 60621 | (773) 487-1200 |
| CHICAGO | IL | 60621 | (773) 487-1200 |
| CHICAGO | IL | 60621 | (773) 487-1200 |
| ROCKFORD | IL | 61103 | (815) 877-5752 |
| ROCKFORD | IL | 61103 | (815) 877-5752 |
| ROCKFORD | IL | 61103 | (815) 964-2200 |
| ELGIN | IL | 60123 | (847) 697-3750 |
| DANVILLE | IL | 61832 | (217) 443-2955 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

06/11/2008

09/12/2008

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09/12/2008

07/25/2008

09/12/2008

08/21/2008

09/12/2008

08/21/2008

09/12/2008

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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Environmental Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Resident Assessment Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Immediate jeopardy to resident health or safety |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Give each resident enough fluids to keep them healthy and prevent dehydration. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| post nurse staffing information. | Widespread | Potential for minimal harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 146041 | EAST MOLINE NURSING & REHAB | 430 SOUTH 30TH AVENUE |
| 146041 | EAST MOLINE NURSING & REHAB | 430 SOUTH 30TH AVENUE |
| 146048 | MEADOW MANOR | 800 MCADAM DR |
| 14A050 | WESTWOOD MANOR, THE | 2444 WEST TOUHY AVENUE |
| 145413 | ASTA CARE CENTER OF TOLUCA | 101 EAST VIA GHIGLIERI |
| 145413 | ASTA CARE CENTER OF TOLUCA | 101 EAST VIA GHIGLIERI |
| 145754 | SNOW VALLEY NRSG & REHAB CTR | 5000 LINCOLN AVENUE |
| 145905 | JONESBORO REHABILITATION & HCC | 955 STATE ROUTE 127 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| EAST MOLINE | IL | 61244 | (309) 755-3466 |
| EAST MOLINE | IL | 61244 | (309) 755-3466 |
| TAYLORVILLE | IL | 62568 | (217) 824-2277 |
| CHICAGO | IL | 60645 | (773) 274-7705 |
| TOLUCA | IL | 61369 | (815) 452-2367 |
| TOLUCA | IL | 61369 | (815) 452-2367 |
| LISLE | IL | 60532 | (630) 852-5100 |
| JONESBORO | IL | 62952 | (618) 833-7093 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/11/2008

09/11/2008

09/11/2008

09/11/2008

08/21/2008

09/11/2008

07/03/2008

09/11/2008

07/17/2008

09/10/2008

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08/18/2008

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09/03/2008

09/10/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Quality Care Deficiencies |
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| Health | Resident Rights Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Resident Rights Deficiencies |
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| Health | Administration Deficiencies |
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| Health | Resident Rights Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| highest quality of life possible. | | |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Provide services to meet the needs and preferences of each resident. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Tell the resident completely about his or her health status. | Pattern | Minimal harm or potential for actual harm |
| Train all employees on what to do in an emergency. | Widespread | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 146120 | LA HARPE DAVIER HLTH CARE CENTER | 101 NORTH B STREET |
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| 146120 | LA HARPE DAVIER HLTH CARE CENTER | 101 NORTH B STREET |
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| 145886 | ALEDO REHAB & HEALTH CARE CENTER | 304 S.W. 12TH STREET |
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| 145712 | WILLOW CREST NURSING PAVILION | 515 NORTH MAIN |
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| 146024 | ASTORIA GARDENS & REHAB CENTER | 1008 EAST |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| LA HARPE | IL | 61450 | (217) 659-3222 |
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| LA HARPE | IL | 61450 | (217) 659-3222 |
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| ALEDO | IL | 61231 | (309) 582-5376 |
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| SANDWICH | IL | 60548 | (815) 786-8426 |
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| ASTORIA | IL | 61501 | (309) 329-1333 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/02/2008

09/10/2008

09/02/2008

09/10/2008

08/13/2008

09/09/2008

08/08/2008

09/08/2008

08/22/2008

09/08/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Administration Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---|----------|---|
| need to alter treatment significantly, or the resident must be transferred or discharged. | | |
| Protect each resident from all abuse, physical punishment, and being separated from others. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| 1) Provide 3 meals daily at regular times; or 2) serve breakfast within 14 hours after dinner; or 3) offer a snack at bedtime each day. | Pattern | Minimal harm or potential for actual harm |
| Get proof that a nurse aide has | Pattern | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

BROADWAY

146024

ASTORIA GARDENS & REHAB CENTER

1008 EAST
BROADWAY

146065

ABBINGTON REHAB & NURSING CTR

31 WEST CENTRAL

145785

GRANGE NURSING HOME

901 NORTH TENTH
STREET

14E327

PINCKNEYVILLE HEALTH CARE CTR

708 VIRGINIA COURT

145043

MANORCARE OF KANKAKEE

900 WEST RIVER
PLACE

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---------|----|-------|----------------|
| ASTORIA | IL | 61501 | (309) 329-1333 |
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|---------|----|-------|----------------|
| ROSELLE | IL | 60172 | (630) 894-5058 |
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|-----------|----|-------|----------------|
| MASCOUTAH | IL | 62258 | (618) 566-2183 |
|-----------|----|-------|----------------|

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|---------------|----|-------|----------------|
| PINCKNEYVILLE | IL | 62274 | (618) 357-2493 |
|---------------|----|-------|----------------|

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|----------|----|-------|----------------|
| KANKAKEE | IL | 60901 | (815) 933-1711 |
|----------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

08/22/2008

09/08/2008

08/22/2008

09/08/2008

08/13/2008

09/05/2008

08/27/2008

09/05/2008

08/20/2008

09/04/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Pharmacy Service Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

the training and skills that the State requires.

harm

Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.

Isolated

Minimal harm or potential for actual harm

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.

Isolated

Actual harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Isolated

Minimal harm or potential for actual harm

1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.

Isolated

Minimal harm or potential for actual harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|--------------------------------|-----------------------------------|
| 145043 | MANORCARE OF KANKAKEE | 900 WEST RIVER PLACE |
| 145350 | MANORCARE OF ROLLING MEADOWS | 4225 KIRCHOFF ROAD |
| 145199 | MANORCARE OF ARLINGTON HEIGHTS | 715 WEST CENTRAL ROAD |
| 145386 | SOUTHGATE HEALTH CARE CENTER | 900 EAST NINTH STREET, PO BOX 843 |
| 145413 | ASTA CARE CENTER OF TOLUCA | 101 EAST VIA GHIGLIERI |
| 145413 | ASTA CARE CENTER OF TOLUCA | 101 EAST VIA GHIGLIERI |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| KANKAKEE | IL | 60901 | (815) 933-1711 |
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| ROLLING MEADOWS | IL | 60008 | (847) 397-2400 |
|--------------------|----|-------|----------------|

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|---------------|----|-------|----------------|
| ARLINGTON HTS | IL | 60005 | (847) 392-2020 |
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| METROPOLIS | IL | 62960 | (618) 524-2683 |
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| TOLUCA | IL | 61369 | (815) 452-2367 |
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| TOLUCA | IL | 61369 | (815) 452-2367 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

08/20/2008

09/04/2008

08/21/2008

09/04/2008

08/08/2008

09/03/2008

08/19/2008

09/03/2008

07/17/2008

09/03/2008

07/17/2008

09/03/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Pharmacy Service Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Pattern

Potential for minimal harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Make sure that residents are safe from serious medication errors.

Isolated

Actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145413 | ASTA CARE CENTER OF TOLUCA | 101 EAST VIA GHIGLIERI |
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| 145667 | ST MATTHEW CENTER FOR HEALTH | 1601 NORTH WESTERN AVENUE |
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| 145388 | RICHLAND CARE & REHAB | 410 EAST MACK |
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| 145388 | RICHLAND CARE & REHAB | 410 EAST MACK |
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| 145995 | RENAISSANCE AT MIDWAY, THE | 4437 SOUTH CICERO |
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| 145995 | RENAISSANCE AT MIDWAY, THE | 4437 SOUTH CICERO |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|----|-------|----------------|
| TOLUCA | IL | 61369 | (815) 452-2367 |
|--------|----|-------|----------------|

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|------------|----|-------|----------------|
| PARK RIDGE | IL | 60068 | (847) 825-5531 |
|------------|----|-------|----------------|

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| OLNEY | IL | 62450 | (618) 395-7421 |
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| OLNEY | IL | 62450 | (618) 395-7421 |
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| CHICAGO | IL | 60632 | (773) 884-0484 |
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| CHICAGO | IL | 60632 | (773) 884-0484 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

07/17/2008

09/03/2008

07/31/2008

09/03/2008

08/14/2008

09/02/2008

08/14/2008

09/02/2008

08/12/2008

09/02/2008

08/12/2008

09/02/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Pharmacy Service Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| 1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects. | Isolated | Minimal harm or potential for actual harm |
| Protect residents from mistreatment, neglect, and/or theft of personal property. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|------------------------------------|----------------------------|
| 145478 | NOKOMIS REHAB & HEALTH CARE CENTER | 505 STEVENS STREET |
| 14E392 | WEST CHICAGO TERRACE | 928 JOLIET ROAD |
| 146112 | BRADLEY ROYALE | 650 NORTH KINZIE |
| 145468 | CAMBRIDGE NURSING & REHAB CENTER | 9615 NORTH KNOX AVENUE |
| 145468 | CAMBRIDGE NURSING & REHAB CENTER | 9615 NORTH KNOX AVENUE |
| 145598 | SEMINARY MANOR | 2345 NORTH SEMINARY STREET |
| 145598 | SEMINARY MANOR | 2345 NORTH SEMINARY STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---------|----|-------|----------------|
| NOKOMIS | IL | 62075 | (217) 563-7725 |
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|--------------|----|-------|----------------|
| WEST CHICAGO | IL | 60185 | (630) 231-9292 |
|--------------|----|-------|----------------|

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|---------|----|-------|----------------|
| BRADLEY | IL | 60915 | (815) 933-1666 |
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| SKOKIE | IL | 60076 | (847) 679-4161 |
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| SKOKIE | IL | 60076 | (847) 679-4161 |
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| GALESBURG | IL | 61401 | (309) 344-1300 |
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| GALESBURG | IL | 61401 | (309) 344-1300 |
|-----------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

08/19/2008

09/01/2008

08/28/2008

08/31/2008

08/21/2008

08/30/2008

08/29/2008

08/29/2008

08/29/2008

08/29/2008

08/20/2008

08/29/2008

08/20/2008

08/29/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

accidents.

| | | |
|---|------------|---|
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Provide care in a way that keeps or builds each resident's dignity and self respect. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is safe, easy to use, clean and comfortable. | Widespread | Potential for minimal harm |
| Store, cook, and give out food in a safe and clean way. | Pattern | Minimal harm or potential for actual harm |
| Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature. | Pattern | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Immediate jeopardy to resident health or safety |
| 1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects. | Isolated | Immediate jeopardy to resident health or safety |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|---------------------------------|--------------------------|
| 145734 | EVERGREEN HEALTH CARE CENTER | 10124 SOUTH KEDZIE |
| 145754 | SNOW VALLEY NRSG & REHAB CTR | 5000 LINCOLN AVENUE |
| 145847 | STEARNS NURSING & REHAB CENTER | 3900 STEARNS AVENUE |
| 145893 | MANORCARE OF PALOS HEIGHTS WEST | 11860 SOUTHWEST HIGHWAY |
| 145450 | ALDEN LAKELAND REHAB & HCC | 820 WEST LAWRENCE |
| 14A247 | ST MARTHA MANOR | 4621 NORTH RACINE AVENUE |
| 145070 | COURTYARD HEALTHCARE CENTER | 3601 SOUTH HARLEM AVENUE |
| 145070 | COURTYARD HEALTHCARE CENTER | 3601 SOUTH HARLEM AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-------------------|----|-------|----------------|
| EVERGREEN PARK | IL | 60805 | (708) 907-7000 |
| LISLE | IL | 60532 | (630) 852-5100 |
| GRANITE CITY | IL | 62040 | (618) 931-3900 |
| PALOS HEIGHTS | IL | 60463 | (708) 361-4555 |
| CHICAGO | IL | 60640 | (773) 769-2570 |
| CHICAGO | IL | 60640 | (773) 784-2300 |
| BERWYN | IL | 60402 | (708) 749-4160 |
| BERWYN | IL | 60402 | (708) 749-4160 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

07/17/2008

08/29/2008

08/18/2008

08/29/2008

09/04/2008

08/29/2008

08/29/2008

08/29/2008

08/21/2008

08/28/2008

08/01/2008

08/28/2008

07/31/2008

08/27/2008

07/31/2008

08/27/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Quality Care Deficiencies |
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| Health | Mistreatment Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Administration Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Resident Rights Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Pattern | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Quickly tell the resident's doctor the results of lab tests. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Immediate jeopardy to resident health or safety |
| Immediately tell the resident, doctor, and a family member if: | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|---------------------|------------------------|
| 145180 | RIVIERA CARE CENTER | 490 WEST 16TH PLACE |
|--------|---------------------|------------------------|

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| 145624 | FLORA GARDENS CARE CENTER | 701 SHADWELL AVENUE |
|--------|---------------------------|------------------------|

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| 14A247 | ST MARTHA MANOR | 4621 NORTH RACINE AVENUE |
|--------|-----------------|-----------------------------|

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| 145886 | ALEDO REHAB & HEALTH CARE CENTER | 304 S.W. 12TH STREET |
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| 146006 | ANNA REHAB & NURSING CENTER | 315 SOUTH BRADY MILL ROAD |
|--------|-----------------------------|------------------------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------------------|----|-------|----------------|
| CHICAGO HEIGHTS | IL | 60411 | (708) 481-4444 |
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| FLORA | IL | 62839 | (618) 662-8361 |
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| CHICAGO | IL | 60640 | (773) 784-2300 |
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| ALEDO | IL | 61231 | (309) 582-5376 |
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|------|----|-------|----------------|
| ANNA | IL | 62906 | (618) 833-6343 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

08/01/2008

08/27/2008

08/06/2008

08/27/2008

08/01/2008

08/27/2008

08/13/2008

08/26/2008

08/14/2008

08/26/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

Health

Mistreatment Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Provide services to meet the needs and preferences of each resident.

Widespread

Potential for minimal harm

1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.

Isolated

Minimal harm or potential for actual harm

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.

Isolated

Actual harm

post nurse staffing information.

Widespread

Potential for minimal harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|----------|--|------------------------------|
| 146006 | ANNA REHAB & NURSING CENTER | 315 SOUTH BRADY MILL ROAD |
| 1.40E+96 | BATAVIA REHABILITATION & HEALTH CARE CENTER | 520 FABYAN PARKWAY |
| 145752 | ARBOR, THE | 535 SOUTH ELM |
| 145752 | ARBOR, THE | 535 SOUTH ELM |
| 145752 | ARBOR, THE | 535 SOUTH ELM |
| 145754 | SNOW VALLEY NRSG & REHAB CTR | 5000 LINCOLN AVENUE |
| 145779 | PARK VILLA NRSG & REHAB CENTER | 12550 SOUTH |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| ANNA | IL | 62906 | (618) 833-6343 |
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| BATAVIA | IL | 60510 | (630) 879-5266 |
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| ITASCA | IL | 60143 | (630) 773-9416 |
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| ITASCA | IL | 60143 | (630) 773-9416 |
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| ITASCA | IL | 60143 | (630) 773-9416 |
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| LISLE | IL | 60532 | (630) 852-5100 |
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| PALOS HEIGHTS | IL | 60463 | (708) 597-9300 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

08/14/2008

08/26/2008

08/05/2008

08/26/2008

07/22/2008

08/25/2008

07/22/2008

08/25/2008

07/22/2008

08/25/2008

08/18/2008

08/25/2008

07/31/2008

08/22/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Pharmacy Service Deficiencies

Health

Administration Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Make sure there is a program to prevent/deal with mice, insects, or other pests.

Widespread

Minimal harm or potential for actual harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Isolated

Minimal harm or potential for actual harm

Properly mark drugs and other similar products.

Isolated

Minimal harm or potential for actual harm

Have a detailed, written plan for disasters and emergencies.

Widespread

Minimal harm or potential for actual harm

1) Hire only people who have no

Isolated

Minimal harm or potential for actual

RIDGELAND AVENUE

| | | |
|--------|----------------------------------|----------------------|
| 145886 | ALEDO REHAB & HEALTH CARE CENTER | 304 S.W. 12TH STREET |
| 146093 | MEADOWBROOK MANOR - LAGRANGE | 339 9TH AVENUE |
| 145190 | HEARTLAND OF CHAMPAIGN | 309 EAST SPRINGFIELD |
| 145714 | OAK PARK HEALTHCARE CENTER | 625 NORTH HARLEM |
| 145714 | OAK PARK HEALTHCARE CENTER | 625 NORTH HARLEM |
| 145714 | OAK PARK HEALTHCARE CENTER | 625 NORTH HARLEM |
| 145714 | OAK PARK HEALTHCARE CENTER | 625 NORTH HARLEM |
| 145714 | OAK PARK HEALTHCARE CENTER | 625 NORTH HARLEM |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-----------|----|-------|----------------|
| ALEDO | IL | 61231 | (309) 582-5376 |
| LA GRANGE | IL | 60525 | (708) 354-4660 |
| CHAMPAIGN | IL | 61820 | (217) 352-5135 |
| OAK PARK | IL | 60302 | (708) 848-5966 |
| OAK PARK | IL | 60302 | (708) 848-5966 |
| OAK PARK | IL | 60302 | (708) 848-5966 |
| OAK PARK | IL | 60302 | (708) 848-5966 |
| OAK PARK | IL | 60302 | (708) 848-5966 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

08/13/2008

08/22/2008

08/21/2008

08/22/2008

08/06/2008

08/21/2008

06/27/2008

08/21/2008

06/27/2008

08/21/2008

06/27/2008

08/21/2008

06/27/2008

08/21/2008

06/27/2008

08/21/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

Have a program to keep infection from spreading.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Make sure that each resident's nutritional needs were met.

Isolated

Actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Actual harm

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.

Isolated

Minimal harm or potential for actual harm

Tell the resident completely about his or her health status.

Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if:

Isolated

Minimal harm or potential for actual harm

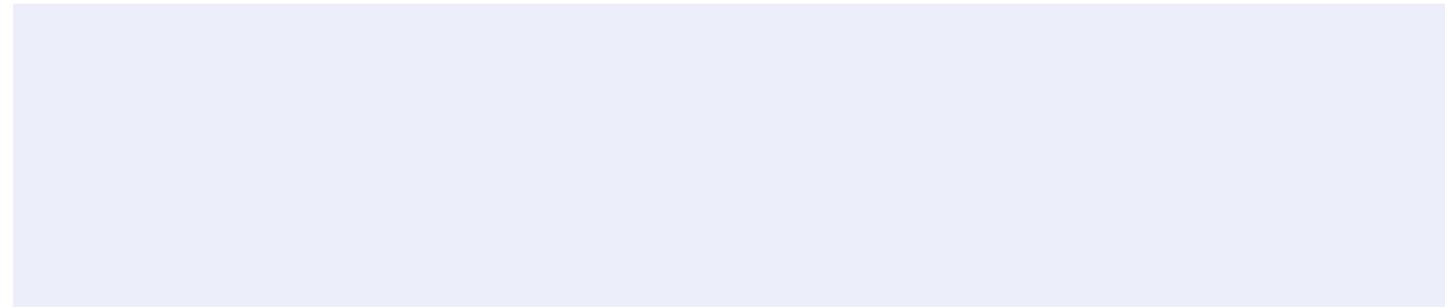
Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|-----------------------------------|---------------------------|
| 145757 | CARBONDALE REHAB & NURSING CENTER | 120 NORTH TOWER ROAD |
| 145757 | CARBONDALE REHAB & NURSING CENTER | 120 NORTH TOWER ROAD |
| 145757 | CARBONDALE REHAB & NURSING CENTER | 120 NORTH TOWER ROAD |
| 145758 | GLENWOOD HEALTHCARE & REHAB. | 19330 SOUTH COTTAGE GROVE |
| 145758 | GLENWOOD HEALTHCARE & REHAB. | 19330 SOUTH |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency



CARBONDALE IL 62901 (618) 549-3355

CARBONDALE IL 62901 (618) 549-3355

CARBONDALE IL 62901 (618) 549-3355

GLENWOOD IL 60425 (708) 758-6200

GLENWOOD IL 60425 (708) 758-6200

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

07/24/2008

08/21/2008

07/24/2008

08/21/2008

07/24/2008

08/21/2008

07/16/2008

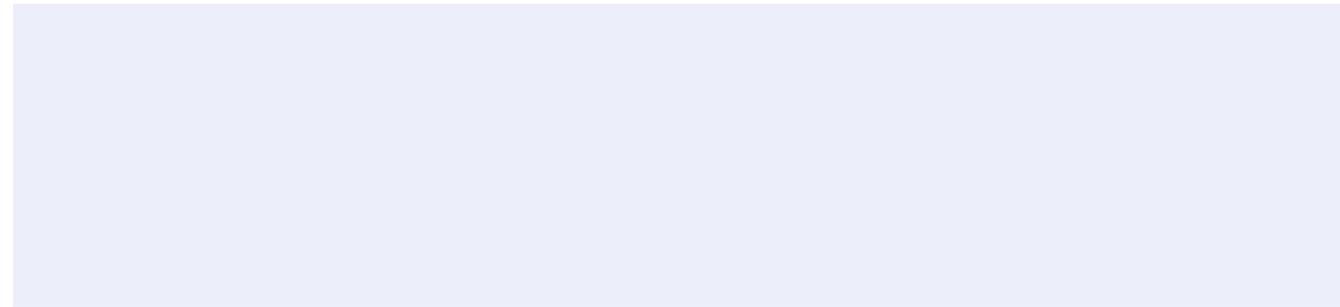
08/21/2008

07/16/2008

08/21/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency



Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | | harm |
| Protect residents from mistreatment, neglect, and/or theft of personal property. | Isolated | Actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |
| Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for; or 2) how to apply for Medicaid, along with the names and addresses of State groups that can help. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that | Pattern | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

COTTAGE GROVE

145758 GLENWOOD HEALTHCARE & REHAB. 19330 SOUTH
COTTAGE GROVE

145758 GLENWOOD HEALTHCARE & REHAB. 19330 SOUTH
COTTAGE GROVE

145758 GLENWOOD HEALTHCARE & REHAB. 19330 SOUTH
COTTAGE GROVE

145758 GLENWOOD HEALTHCARE & REHAB. 19330 SOUTH
COTTAGE GROVE

145758 GLENWOOD HEALTHCARE & REHAB. 19330 SOUTH
COTTAGE GROVE

145758 GLENWOOD HEALTHCARE & REHAB. 19330 SOUTH
COTTAGE GROVE

145261 PINE ACRES REHAB & LIVING CTR 1212 SOUTH SECOND
STREET

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| GLENWOOD | IL | 60425 | (708) 758-6200 |
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| GLENWOOD | IL | 60425 | (708) 758-6200 |
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| GLENWOOD | IL | 60425 | (708) 758-6200 |
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| GLENWOOD | IL | 60425 | (708) 758-6200 |
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| GLENWOOD | IL | 60425 | (708) 758-6200 |
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| GLENWOOD | IL | 60425 | (708) 758-6200 |
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|--------|----|-------|----------------|
| DEKALB | IL | 60115 | (815) 758-8151 |
|--------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

07/16/2008

08/21/2008

08/21/2008

08/21/2008

08/21/2008

08/21/2008

08/21/2008

08/21/2008

08/21/2008

08/21/2008

08/21/2008

08/21/2008

07/10/2008

08/20/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|------------|---|
| meet a professional standard of quality. | | harm |
| Give each resident enough fluids to keep them healthy and prevent dehydration. | Isolated | Actual harm |
| Make sure that residents are safe from serious medication errors. | Isolated | Minimal harm or potential for actual harm |
| Train all employees on what to do in an emergency. | Isolated | Minimal harm or potential for actual harm |
| Give each resident enough fluids to keep them healthy and prevent dehydration. | Isolated | Actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Have a private telephone available for use. | Widespread | Potential for minimal harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--------------------------------|------------------------------------|
| 145337 | BRONZEVILLE PARK NSG & LVG CTR | 3400 SOUTH INDIANA |
| 145337 | BRONZEVILLE PARK NSG & LVG CTR | 3400 SOUTH INDIANA |
| 145563 | PROVENA ST ANNE CENTER | 4405 HIGHCREST ROAD |
| 145888 | ALDEN NORTHMOOR REHAB & HCC | 5831 NORTH NORTHWEST HIGHWAY |
| 145905 | JONESBORO REHABILITATION & HCC | 955 STATE ROUTE 127 |
| 146122 | ST PAUL'S HOME | 1021 WEST E STREET |
| 146122 | ST PAUL'S HOME | 1021 WEST E STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|------------|----|-------|----------------|
| CHICAGO | IL | 60616 | (312) 842-5000 |
| CHICAGO | IL | 60616 | (312) 842-5000 |
| ROCKFORD | IL | 61107 | (815) 229-1999 |
| CHICAGO | IL | 60631 | (773) 775-8080 |
| JONESBORO | IL | 62952 | (618) 833-7093 |
| BELLEVILLE | IL | 62220 | (618) 233-2095 |
| BELLEVILLE | IL | 62220 | (618) 233-2095 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

08/05/2008

08/20/2008

08/05/2008

08/20/2008

08/19/2008

08/20/2008

07/17/2008

08/20/2008

07/29/2008

08/20/2008

05/19/2008

08/20/2008

05/19/2008

08/20/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Pattern | Potential for minimal harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|----------------|--------------------|
| 146122 | ST PAUL'S HOME | 1021 WEST E STREET |
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| 146122 | ST PAUL'S HOME | 1021 WEST E STREET |
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| 146122 | ST PAUL'S HOME | 1021 WEST E STREET |
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| 146122 | ST PAUL'S HOME | 1021 WEST E STREET |
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| 146122 | ST PAUL'S HOME | 1021 WEST E STREET |
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| 145736 | ALDEN TOWN MANOR REHAB & HCC | 6120 WEST OGDEN |
|--------|------------------------------|-----------------|

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| 145736 | ALDEN TOWN MANOR REHAB & HCC | 6120 WEST OGDEN |
|--------|------------------------------|-----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|------------|----|-------|----------------|
| BELLEVILLE | IL | 62220 | (618) 233-2095 |
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| BELLEVILLE | IL | 62220 | (618) 233-2095 |
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| BELLEVILLE | IL | 62220 | (618) 233-2095 |
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| BELLEVILLE | IL | 62220 | (618) 233-2095 |
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|------------|----|-------|----------------|
| BELLEVILLE | IL | 62220 | (618) 233-2095 |
|------------|----|-------|----------------|

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|--------|----|-------|----------------|
| CICERO | IL | 60804 | (708) 863-0500 |
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| CICERO | IL | 60804 | (708) 863-0500 |
|--------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

05/19/2008

08/20/2008

07/31/2008

08/20/2008

07/31/2008

08/20/2008

07/31/2008

08/20/2008

07/31/2008

08/20/2008

08/01/2008

08/19/2008

08/01/2008

08/19/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| services to get or keep the highest quality of life possible. | | |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Protect the resident from a transfer or discharge that is not wanted or needed. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|---------------------------------------|---------------------------|
| 145736 | ALDEN TOWN MANOR REHAB & HCC | 6120 WEST OGDEN |
| 145966 | SCHWAB REHABILITATION CTR SNU | 1401 S. CALIFORNIA AVENUE |
| 145639 | CHICAGO RIDGE NURSING CENTER | 10602 SOUTHWEST HIGHWAY |
| 146086 | TUSCOLA HEALTH CARE CENTER | 1203 EGYPTIAN TRAIL |
| 146001 | INTERNATIONAL NURSING & REHAB CENTER | 4815 SOUTH WESTERN AVE |
| 146001 | INTERNATIONAL NURSING & REHAB CENTER | 4815 SOUTH WESTERN AVE |
| 146001 | INTERNATIONAL NURSING & REHAB CENTER | 4815 SOUTH WESTERN AVE |
| 146001 | INTERNATIONAL NURSING & REHAB CENTER | 4815 SOUTH WESTERN AVE |
| 145211 | BRENTWOOD SUB-ACUTE HEALTHCARE CENTER | 5400 WEST 87TH STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---------------|----|-------|----------------|
| CICERO | IL | 60804 | (708) 863-0500 |
| CHICAGO | IL | 60608 | (773) 522-2010 |
| CHICAGO RIDGE | IL | 60415 | (708) 448-1540 |
| TUSCOLA | IL | 61953 | (217) 253-4791 |
| CHICAGO | IL | 60609 | (773) 927-4200 |
| CHICAGO | IL | 60609 | (773) 927-4200 |
| CHICAGO | IL | 60609 | (773) 927-4200 |
| CHICAGO | IL | 60609 | (773) 927-4200 |
| BURBANK | IL | 60459 | (708) 423-1200 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

08/01/2008

08/19/2008

07/24/2008

08/19/2008

07/30/2008

08/18/2008

08/04/2008

08/18/2008

08/01/2008

08/17/2008

08/01/2008

08/17/2008

08/01/2008

08/17/2008

08/01/2008

08/17/2008

07/30/2008

08/15/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | |
|--------|----------------------------------|
| Health | Pharmacy Service Deficiencies |
| Health | Environmental Deficiencies |
| Health | Environmental Deficiencies |
| Health | Environmental Deficiencies |
| Health | Environmental Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Resident Assessment Deficiencies |
| Health | Administration Deficiencies |
| Health | Quality Care Deficiencies |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| Properly mark drugs and other similar products. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Immediate jeopardy to resident health or safety |
| Make sure that doctors visit residents regularly, as required. | Isolated | Minimal harm or potential for actual harm |
| Be administered in a way that leads to the highest possible level of well being for each resident. | Isolated | Immediate jeopardy to resident health or safety |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

145632 ST AGNES HC AND REHAB CENTER 1725 SOUTH WABASH

145758 GLENWOOD HEALTHCARE & REHAB. 19330 SOUTH
COTTAGE GROVE

145758 GLENWOOD HEALTHCARE & REHAB. 19330 SOUTH
COTTAGE GROVE

145758 GLENWOOD HEALTHCARE & REHAB. 19330 SOUTH
COTTAGE GROVE

145758 GLENWOOD HEALTHCARE & REHAB. 19330 SOUTH
COTTAGE GROVE

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

CHICAGO IL 60616 (312) 922-2777

GLENWOOD IL 60425 (708) 758-6200

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

08/08/2008

08/15/2008

07/16/2008

08/15/2008

07/16/2008

08/15/2008

07/16/2008

08/15/2008

07/16/2008

08/15/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Pharmacy Service Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| 1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects. | Isolated | Actual harm |
| Have a program to keep infection from spreading. | Pattern | Minimal harm or potential for actual harm |
| Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|--------------------------------------|------------------------------|
| 145893 | MANORCARE OF PALOS HEIGHTS WEST | 11860 SOUTHWEST HIGHWAY |
| 14E506 | RAINBOW BEACH CARE CENTER | 7325 SOUTH EXCHANGE |
| 14E506 | RAINBOW BEACH CARE CENTER | 7325 SOUTH EXCHANGE |
| 145246 | MANORCARE OF HINSDALE | 600 WEST OGDEN AVENUE |
| 145591 | METHODIST HOME | 1415 WEST FOSTER AVENUE |
| 145739 | LUTHERAN HOME FOR THE AGED | 800 WEST OAKTON STREET |
| 145323 | CARRIER MILLS NURSING & REHAB CENTER | 6789 US RT 45, P O BOX 68 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---------------|----|-------|----------------|
| PALOS HEIGHTS | IL | 60463 | (708) 361-4555 |
| CHICAGO | IL | 60649 | (773) 731-7300 |
| CHICAGO | IL | 60649 | (773) 731-7300 |
| HINSDALE | IL | 60521 | (630) 325-9630 |
| CHICAGO | IL | 60640 | (773) 769-5500 |
| ARLINGTON HTS | IL | 60004 | (847) 253-3710 |
| CARRIER MILLS | IL | 62917 | (618) 994-2323 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

07/16/2008

08/15/2008

07/31/2008

08/15/2008

07/31/2008

08/15/2008

07/30/2008

08/14/2008

07/31/2008

08/14/2008

07/16/2008

08/14/2008

07/30/2008

08/13/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health Environmental Deficiencies

Health Environmental Deficiencies

Health Environmental Deficiencies

Health Pharmacy Service Deficiencies

Health Quality Care Deficiencies

Health Mistreatment Deficiencies

Health Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|------------|---|
| ulcers) and help restore eating skills, if possible. | | |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Provide needed housekeeping and maintenance. | Widespread | Potential for minimal harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Immediate jeopardy to resident health or safety |
| Make sure that residents are safe from serious medication errors. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Widespread | Potential for minimal harm |
| Have enough nurses to care for every resident in a way that maximizes the resident's well being. | Pattern | Potential for minimal harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--------------------------------|------------------------------|
| 145779 | PARK VILLA NRSG & REHAB CENTER | 12550 SOUTH RIDGELAND AVENUE |
| 145863 | MARION REHAB & NURSING CENTER | 1301 EAST DEYOUNG |
| 145732 | HERITAGE MANOR-NORMAL | 509 NORTH ADELAIDE |
| 145779 | PARK VILLA NRSG & REHAB CENTER | 12550 SOUTH RIDGELAND AVENUE |
| 145546 | HERITAGE MANOR-MOUNT ZION | 1225 WOODLAND DRIVE |
| 145608 | MANORCARE OF SOUTH HOLLAND | 2145 EAST 170TH STREET |
| 145608 | MANORCARE OF SOUTH HOLLAND | 2145 EAST 170TH STREET |
| 145268 | GLENVIEW TERRACE NURSING CTR | 1511 GREENWOOD ROAD |
| 145476 | OREGON HEALTHCARE CENTER | 811 SOUTH 10TH STREET |
| 145476 | OREGON HEALTHCARE CENTER | 811 SOUTH 10TH STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---------------|----|-------|----------------|
| PALOS HEIGHTS | IL | 60463 | (708) 597-9300 |
| MARION | IL | 62959 | (618) 997-1365 |
| NORMAL | IL | 61761 | (309) 452-7468 |
| PALOS HEIGHTS | IL | 60463 | (708) 597-9300 |
| MOUNT ZION | IL | 62549 | (217) 864-2356 |
| SOUTH HOLLAND | IL | 60473 | (708) 895-3255 |
| SOUTH HOLLAND | IL | 60473 | (708) 895-3255 |
| GLENVIEW | IL | 60025 | (847) 729-9090 |
| OREGON | IL | 61061 | (815) 732-7994 |
| OREGON | IL | 61061 | (815) 732-7994 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

07/31/2008

08/13/2008

07/23/2008

08/13/2008

08/05/2008

08/12/2008

07/31/2008

08/12/2008

08/05/2008

08/10/2008

07/10/2008

08/10/2008

07/10/2008

08/10/2008

07/08/2008

08/08/2008

07/30/2008

08/08/2008

07/30/2008

08/08/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | |
|--------|------------------------------------|
| Health | Mistreatment Deficiencies |
| Health | Environmental Deficiencies |
| Health | Environmental Deficiencies |
| Health | Environmental Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Environmental Deficiencies |
| Health | Environmental Deficiencies |
| Health | Nutrition and Dietary Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Quality Care Deficiencies |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|------------|---|
| Keep each resident free from physical restraints, unless needed for medical treatment. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Provide needed housekeeping and maintenance. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Have a program to keep infection from spreading. | Widespread | Potential for minimal harm |
| Store, cook, and give out food in a safe and clean way. | Widespread | Potential for minimal harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents who cannot care for themselves | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

STREET

| | | |
|--------|--------------------------------------|----------------------------|
| 145476 | OREGON HEALTHCARE CENTER | 811 SOUTH 10TH STREET |
| 145476 | OREGON HEALTHCARE CENTER | 811 SOUTH 10TH STREET |
| 145664 | WESTSIDE REHAB & CARE CENTER | 601 NORTH COLUMBIA |
| 145701 | LEXINGTON OF STREAMWOOD | 815 EAST IRVING PARK ROAD |
| 145786 | LINCOLNWOOD PLACE | 7000 NORTH MCCORMICK BLVD. |
| 145786 | LINCOLNWOOD PLACE | 7000 NORTH MCCORMICK BLVD. |
| 145970 | WINDSOR PARK NURSING & LIVING CENTER | 2649 EAST 75TH ST |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| OREGON | IL | 61061 | (815) 732-7994 |
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| OREGON | IL | 61061 | (815) 732-7994 |
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| WEST FRANKFORT | IL | 62896 | (618) 932-2109 |
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| STREAMWOOD | IL | 60107 | (630) 837-5300 |
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| LINCOLNWOOD | IL | 60645 | (847) 673-7166 |
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| LINCOLNWOOD | IL | 60645 | (847) 673-7166 |
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| CHICAGO | IL | 60649 | (773) 356-9300 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

07/30/2008

08/08/2008

07/30/2008

08/08/2008

08/06/2008

08/08/2008

07/17/2008

08/08/2008

07/16/2008

08/08/2008

07/16/2008

08/08/2008

07/25/2008

08/08/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| cannot care for themselves receive help with eating/drinking, grooming and hygiene. | | harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Make sure that nurse aides show they have the skills to be able to care for residents. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Follow all laws and professional standards. | Widespread | Potential for minimal harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Properly mark drugs and other similar products. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

145970 WINDSOR PARK NURSING & LIVING CENTER 2649 EAST 75TH ST

146098 SHARON HEALTH CARE ELMS 3611 NORTH ROCHELLE

14E684 ENFIELD REHAB & HCC 408 NORTH WILSON STREET

145197 CONCORD NURSING & REHAB CENTER 9401 SOUTH RIDGELAND AVENUE

145597 PEKIN MANOR 1520 EL CAMINO DRIVE

145597 PEKIN MANOR 1520 EL CAMINO DRIVE

145597 PEKIN MANOR 1520 EL CAMINO DRIVE

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

CHICAGO IL 60649 (773) 356-9300

PEORIA IL 61604 (309) 688-4412

ENFIELD IL 62835 (618) 963-2331

OAK LAWN IL 60453 (708) 599-6700

PEKIN IL 61554 (309) 353-1099

PEKIN IL 61554 (309) 353-1099

PEKIN IL 61554 (309) 353-1099

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

07/25/2008

08/08/2008

07/29/2008

08/08/2008

07/23/2008

08/08/2008

07/17/2008

08/07/2008

06/11/2008

08/07/2008

06/11/2008

08/07/2008

06/11/2008

08/07/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

quality.

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| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
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| Give professional services that follow each resident's written care plan. | Isolated | Minimal harm or potential for actual harm |
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| 1) Set up a group that is legally responsible for writing and setting up policies for leading and running the nursing home; or 2) hire a properly licensed administrator. | Widespread | Potential for minimal harm |
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| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
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| Make sure that a doctor approves a resident's admission in writing and that each resident has a doctor. | Isolated | Minimal harm or potential for actual harm |
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| Make sure that doctors see a resident's plan of care at every visit and make notes about progress and orders in writing. | Pattern | Minimal harm or potential for actual harm |
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| Immediately tell the resident, doctor, and a family member if: | Isolated | Minimal harm or potential for actual harm |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145597 | PEKIN MANOR | 1520 EL CAMINO DRIVE |
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| 145597 | PEKIN MANOR | 1520 EL CAMINO DRIVE |
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| 14E322 | SHARON HEALTH CARE PINES | 3614 NORTH ROCHELLE |
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| 14E322 | SHARON HEALTH CARE PINES | 3614 NORTH ROCHELLE |
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| 14E322 | SHARON HEALTH CARE PINES | 3614 NORTH ROCHELLE |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| PEKIN | IL | 61554 | (309) 353-1099 |
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| PEKIN | IL | 61554 | (309) 353-1099 |
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| PEORIA | IL | 61604 | (309) 688-0350 |
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| PEORIA | IL | 61604 | (309) 688-0350 |
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| PEORIA | IL | 61604 | (309) 688-0350 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

06/11/2008

08/07/2008

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07/08/2008

08/07/2008

07/08/2008

08/07/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Protect residents from mistreatment, neglect, and/or theft of personal property.

Isolated

Immediate jeopardy to resident health or safety

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Protect each resident from all abuse, physical punishment, and being separated from others.

Isolated

Actual harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Isolated

Minimal harm or potential for actual harm

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145612 | SPRINGS AT CRYSTAL LAKE | 1000 EAST BRIGHTON LANE |
| 145734 | EVERGREEN HEALTH CARE CENTER | 10124 SOUTH KEDZIE |
| 145389 | WATSEKA REHAB & HLTH CARE CTR | 715 EAST RAYMOND ROAD |
| 145419 | ELMWOOD NURSING | 7733 WEST GRAND AVENUE |
| 145419 | ELMWOOD NURSING | 7733 WEST GRAND AVENUE |
| 145489 | PIPER CITY REHAB & LIVING CENTER | 600 MAPLE STREET |
| 145489 | PIPER CITY REHAB & LIVING CENTER | 600 MAPLE STREET |
| 145489 | PIPER CITY REHAB & LIVING CENTER | 600 MAPLE STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| CRYSTAL LAKE | IL | 60012 | (815) 477-6569 |
| EVERGREEN PARK | IL | 60805 | (708) 907-7000 |
| WATSEKA | IL | 60970 | (815) 432-5476 |
| ELMWOOD PARK | IL | 60707 | (708) 452-9200 |
| ELMWOOD PARK | IL | 60707 | (708) 452-9200 |
| PIPER CITY | IL | 60959 | (815) 686-2277 |
| PIPER CITY | IL | 60959 | (815) 686-2277 |
| PIPER CITY | IL | 60959 | (815) 686-2277 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

07/17/2008

08/06/2008

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07/17/2008

08/05/2008

07/30/2008

08/05/2008

07/30/2008

08/05/2008

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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Environmental Deficiencies |
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| Health | Mistreatment Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Environmental Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Use a registered nurse at least 8 hours a day, 7 days a week. | Pattern | Minimal harm or potential for actual harm |
| Provide social services for related medical problems to help each resident achieve the highest possible quality of life. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Immediate jeopardy to resident health or safety |
| Have a program to keep infection | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145752 | ARBOR, THE | 535 SOUTH ELM |
| 145752 | ARBOR, THE | 535 SOUTH ELM |
| 145969 | BERKSHIRE NURSING & REHAB CENTER | 8200 WEST ROOSEVELT ROAD |
| 145969 | BERKSHIRE NURSING & REHAB CENTER | 8200 WEST ROOSEVELT ROAD |
| 145969 | BERKSHIRE NURSING & REHAB CENTER | 8200 WEST ROOSEVELT ROAD |
| 145268 | GLENVIEW TERRACE NURSING CTR | 1511 GREENWOOD ROAD |
| 145268 | GLENVIEW TERRACE NURSING CTR | 1511 GREENWOOD ROAD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| ITASCA | IL | 60143 | (630) 773-9416 |
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| ITASCA | IL | 60143 | (630) 773-9416 |
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| FOREST PARK | IL | 60130 | (708) 488-9850 |
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| FOREST PARK | IL | 60130 | (708) 488-9850 |
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| FOREST PARK | IL | 60130 | (708) 488-9850 |
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| GLENVIEW | IL | 60025 | (847) 729-9090 |
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| GLENVIEW | IL | 60025 | (847) 729-9090 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

05/30/2008

08/05/2008

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07/25/2008

08/05/2008

07/25/2008

08/05/2008

07/25/2008

08/05/2008

07/08/2008

08/04/2008

07/08/2008

08/04/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Administration Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Nutrition and Dietary Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

from spreading.

harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Make sure there is a program to prevent/deal with mice, insects, or other pests.

Pattern

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Let the appropriate people see and talk to each resident.

Widespread

Potential for minimal harm

post nurse staffing information.

Widespread

Potential for minimal harm

Make sure that residents are well nourished.

Widespread

Potential for minimal harm

Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.

Widespread

Potential for minimal harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145268 | GLENVIEW TERRACE NURSING CTR | 1511 GREENWOOD ROAD |
| 145700 | LEXINGTON OF CHICAGO RIDGE | 10300 SOUTHWEST HIGHWAY |
| 145899 | LEXINGTON OF ORLAND PARK | 14601 SOUTH JOHN HUMPHREY DR |
| 145899 | LEXINGTON OF ORLAND PARK | 14601 SOUTH JOHN HUMPHREY DR |
| 145713 | MOMENCE MEADOWS NURSING & REHAB | 500 SOUTH WALNUT |
| 145713 | MOMENCE MEADOWS NURSING & REHAB | 500 SOUTH WALNUT |
| 145713 | MOMENCE MEADOWS NURSING & REHAB | 500 SOUTH WALNUT |
| 145728 | MANOR COURT OF MARYVILLE | OFF STATE ROUTE 162 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| GLENVIEW | IL | 60025 | (847) 729-9090 |
| CHICAGO RIDGE | IL | 60415 | (708) 425-1100 |
| ORLAND PARK | IL | 60462 | (708) 349-8300 |
| ORLAND PARK | IL | 60462 | (708) 349-8300 |
| MOMENCE | IL | 60954 | (815) 472-2423 |
| MOMENCE | IL | 60954 | (815) 472-2423 |
| MOMENCE | IL | 60954 | (815) 472-2423 |
| MARYVILLE | IL | 62062 | (618) 288-5999 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

07/08/2008

08/04/2008

07/23/2008

08/04/2008

07/11/2008

08/04/2008

07/11/2008

08/04/2008

07/09/2008

08/01/2008

07/09/2008

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08/01/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Nutrition and Dietary Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Resident Rights Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Mistreatment Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Administration Deficiencies |
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| Health | Resident Assessment Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Provide food in a way that meets a resident's needs. | Pattern | Potential for minimal harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Pattern | Minimal harm or potential for actual harm |
| Provide services to meet the needs and preferences of each resident. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Immediate jeopardy to resident health or safety |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that nurse aides show they have the skills to be able to care for residents. | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145784 | BRIAR PLACE | 6800 WEST JOLIET |
| 145685 | MOUNT VERNON COUNTRYSIDE MANOR | 606 EAST IL HWY 15 |
| 146122 | ST PAUL'S HOME | 1021 WEST E STREET |
| 146122 | ST PAUL'S HOME | 1021 WEST E STREET |
| 145685 | MOUNT VERNON COUNTRYSIDE MANOR | 606 EAST IL HWY 15 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| INDIAN HEAD PARK | IL | 60525 | (708) 246-8500 |
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| MOUNT VERNON | IL | 62864 | (618) 242-1800 |
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| BELLEVILLE | IL | 62220 | (618) 233-2095 |
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| BELLEVILLE | IL | 62220 | (618) 233-2095 |
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| MOUNT VERNON | IL | 62864 | (618) 242-1800 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

07/30/2008

08/01/2008

06/11/2008

07/31/2008

05/19/2008

07/31/2008

05/19/2008

07/31/2008

06/11/2008

07/30/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Assessment Deficiencies

Health

Pharmacy Service Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

needs, with timetables and actions that can be measured.

Keep accurate and appropriate medical records.

Pattern

Potential for minimal harm

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.

Isolated

Minimal harm or potential for actual harm

Make a complete assessment that covers all questions for areas that are listed in official regulations.

Isolated

Minimal harm or potential for actual harm

1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.

Isolated

Minimal harm or potential for actual harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145840 | TABOR HILLS HEALTH CARE FAC | 1347 CRYSTAL COURT |
| 145840 | TABOR HILLS HEALTH CARE FAC | 1347 CRYSTAL COURT |
| 145419 | ELMWOOD NURSING | 7733 WEST GRAND AVENUE |
| 145419 | ELMWOOD NURSING | 7733 WEST GRAND AVENUE |
| 145419 | ELMWOOD NURSING | 7733 WEST GRAND AVENUE |
| 145419 | ELMWOOD NURSING | 7733 WEST GRAND AVENUE |
| 145419 | ELMWOOD NURSING | 7733 WEST GRAND AVENUE |
| 145419 | ELMWOOD NURSING | 7733 WEST GRAND AVENUE |
| 145818 | ASTA CARE CENTER OF ROCKFORD | 707 WEST RIVERSIDE BOULEVARD |
| 145818 | ASTA CARE CENTER OF ROCKFORD | 707 WEST RIVERSIDE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| NAPERVILLE | IL | 60563 | (630) 778-6677 |
| NAPERVILLE | IL | 60563 | (630) 778-6677 |
| ELMWOOD PARK | IL | 60707 | (708) 452-9200 |
| ELMWOOD PARK | IL | 60707 | (708) 452-9200 |
| ELMWOOD PARK | IL | 60707 | (708) 452-9200 |
| ELMWOOD PARK | IL | 60707 | (708) 452-9200 |
| ELMWOOD PARK | IL | 60707 | (708) 452-9200 |
| ELMWOOD PARK | IL | 60707 | (708) 452-9200 |
| ROCKFORD | IL | 61103 | (815) 877-5752 |
| ROCKFORD | IL | 61103 | (815) 877-5752 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

07/21/2008

07/30/2008

07/21/2008

07/30/2008

07/09/2008

07/29/2008

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07/29/2008

07/09/2008

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07/09/2008

07/29/2008

07/09/2008

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07/11/2008

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07/24/2008

07/29/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Environmental Deficiencies |
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| Health | Administration Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Mistreatment Deficiencies |
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| Health | Resident Rights Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Mistreatment Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that nurse aides show they have the skills to be able to care for residents. | Isolated | Actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Give the right treatment and services to residents who have mental or social problems adjusting. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Protect residents from mistreatment, neglect, and/or theft of personal property. | Isolated | Actual harm |
| Provide care in a way that keeps or builds each resident's dignity and self respect. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Write and use policies that forbid | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|-----------------------------------|------------------------------------|
| 145818 | ASTA CARE CENTER OF ROCKFORD | 707 WEST RIVERSIDE BOULEVARD |
| 145638 | LEXINGTON HLTH CR CTR-BLMNGDL | 165 SOUTH BLOOMINGDALE ROAD |
| 145862 | HILLTOP CONVALESCENT CENTER | 910 WEST POLK STREET |
| 145862 | HILLTOP CONVALESCENT CENTER | 910 WEST POLK STREET |
| 145619 | ROSEWOOD CARE CENTER OF GALESBURG | 1250 WEST CARL SANDBURG DRIVE |
| 145674 | LEROY MANOR | 509 SOUTH BUCK ROAD, PO BOX 149 |
| 145785 | GRANGE NURSING HOME | 901 NORTH TENTH STREET |
| 145958 | BETHANY HEALTH CARE & REHAB CT | 3298 RESOURCE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|--------------|----|-------|----------------|
| ROCKFORD | IL | 61103 | (815) 877-5752 |
| BLOOMINGDALE | IL | 60108 | (630) 980-8700 |
| CHARLESTON | IL | 61920 | (217) 345-7066 |
| CHARLESTON | IL | 61920 | (217) 345-7066 |
| GALESBURG | IL | 61401 | (309) 344-5400 |
| LE ROY | IL | 61752 | (309) 962-5000 |
| MASCOUTAH | IL | 62258 | (618) 566-2183 |
| DEKALB | IL | 60115 | (815) 756-5526 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

07/15/2008

07/28/2008

07/17/2008

07/28/2008

07/17/2008

07/28/2008

07/02/2008

07/25/2008

06/25/2008

07/25/2008

07/10/2008

07/25/2008

07/16/2008

07/25/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|------------|---|
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Immediate jeopardy to resident health or safety |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Use a registered nurse at least 8 hours a day, 7 days a week. | Widespread | Potential for minimal harm |
| Give professional services that | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

PARKWAY

14E812

MOUNT VERNON HEALTH CARE CENTER

#5 DOCTORS PARK

145379

ALDEN VALLEY RIDGE REHAB & HCC

275 EAST ARMY TRAIL
ROAD

145379

ALDEN VALLEY RIDGE REHAB & HCC

275 EAST ARMY TRAIL
ROAD

145379

ALDEN VALLEY RIDGE REHAB & HCC

275 EAST ARMY TRAIL
ROAD

145379

ALDEN VALLEY RIDGE REHAB & HCC

275 EAST ARMY TRAIL
ROAD

145785

GRANGE NURSING HOME

901 NORTH TENTH
STREET

145785

GRANGE NURSING HOME

901 NORTH TENTH
STREET

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------------|----|-------|----------------|
| MOUNT VERNON | IL | 62864 | (618) 242-1064 |
|--------------|----|-------|----------------|

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|--------------|----|-------|----------------|
| BLOOMINGDALE | IL | 60108 | (630) 893-9616 |
|--------------|----|-------|----------------|

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|--------------|----|-------|----------------|
| BLOOMINGDALE | IL | 60108 | (630) 893-9616 |
|--------------|----|-------|----------------|

| | | | |
|--------------|----|-------|----------------|
| BLOOMINGDALE | IL | 60108 | (630) 893-9616 |
|--------------|----|-------|----------------|

| | | | |
|--------------|----|-------|----------------|
| BLOOMINGDALE | IL | 60108 | (630) 893-9616 |
|--------------|----|-------|----------------|

| | | | |
|-----------|----|-------|----------------|
| MASCOUTAH | IL | 62258 | (618) 566-2183 |
|-----------|----|-------|----------------|

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|-----------|----|-------|----------------|
| MASCOUTAH | IL | 62258 | (618) 566-2183 |
|-----------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

07/21/2008

07/25/2008

07/09/2008

07/24/2008

07/15/2008

07/24/2008

07/15/2008

07/24/2008

07/15/2008

07/24/2008

07/10/2008

07/24/2008

07/10/2008

07/24/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| meet a professional standard of quality. | | harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Pattern | Potential for minimal harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Provide care in a way that keeps or builds each resident's dignity and self respect. | Pattern | Minimal harm or potential for actual harm |
| Provide services to meet the needs and preferences of each resident. | Pattern | Minimal harm or potential for actual harm |
| Provide needed housekeeping and maintenance. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Pattern | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse | Pattern | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--------------------------------|-------------------------------|
| 146023 | ARTHUR HOME, THE | 423 EBERHARDT DRIVE |
| 145031 | HEARTLAND OF NORMAL | 510 BROADWAY |
| 145625 | CALIFORNIA GARDENS N & REHAB C | 2829 SOUTH CALIFORNIA BLVD |
| 145640 | CHURCH CREEK | 1250 WEST CENTRAL ROAD |
| 145640 | CHURCH CREEK | 1250 WEST CENTRAL ROAD |
| 146114 | LENA LIVING CENTER | 1010 SOUTH LOGAN STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|----|-------|----------------|
| ARTHUR | IL | 61911 | (217) 543-2103 |
|--------|----|-------|----------------|

| | | | |
|--------|----|-------|----------------|
| NORMAL | IL | 61761 | (309) 452-4406 |
|--------|----|-------|----------------|

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|---------|----|-------|----------------|
| CHICAGO | IL | 60608 | (773) 847-8061 |
|---------|----|-------|----------------|

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|---------------|----|-------|----------------|
| ARLINGTON HTS | IL | 60005 | (847) 506-3223 |
|---------------|----|-------|----------------|

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|---------------|----|-------|----------------|
| ARLINGTON HTS | IL | 60005 | (847) 506-3223 |
|---------------|----|-------|----------------|

| | | | |
|------|----|-------|----------------|
| LENA | IL | 61048 | (815) 369-4561 |
|------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

07/01/2008

07/24/2008

06/24/2008

07/23/2008

07/18/2008

07/23/2008

07/23/2008

07/23/2008

07/23/2008

07/23/2008

07/03/2008

07/23/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

of residents and theft of residents' property.

| | | |
|--|----------|---|
| Provide enough notice before discharging or transferring a resident. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

| | | |
|---|----------|---|
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

| | | |
|---|----------|---|
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

| | | |
|--|----------|---|
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

| | | |
|---|----------|---|
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

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|--|----------|---|
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--------------------------------|---------------------------|
| 146114 | LENA LIVING CENTER | 1010 SOUTH LOGAN STREET |
| 145384 | EDEN VILLAGE CARE CENTER | 400 SOUTH STATION ROAD |
| 145384 | EDEN VILLAGE CARE CENTER | 400 SOUTH STATION ROAD |
| 145424 | GLENSHIRE NURSING & REHAB CTRE | 22660 SOUTH CICERO AVENUE |
| 145424 | GLENSHIRE NURSING & REHAB CTRE | 22660 SOUTH CICERO AVENUE |
| 145424 | GLENSHIRE NURSING & REHAB CTRE | 22660 SOUTH CICERO AVENUE |
| 145424 | GLENSHIRE NURSING & REHAB CTRE | 22660 SOUTH CICERO AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|--------------|----|-------|----------------|
| LENA | IL | 61048 | (815) 369-4561 |
| GLEN CARBON | IL | 62034 | (618) 288-5014 |
| GLEN CARBON | IL | 62034 | (618) 288-5014 |
| RIGHTON PARK | IL | 60471 | (708) 747-6120 |
| RIGHTON PARK | IL | 60471 | (708) 747-6120 |
| RIGHTON PARK | IL | 60471 | (708) 747-6120 |
| RIGHTON PARK | IL | 60471 | (708) 747-6120 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

07/03/2008

07/23/2008

04/17/2008

07/22/2008

06/13/2008

07/22/2008

06/30/2008

07/22/2008

06/30/2008

07/22/2008

06/30/2008

07/22/2008

06/30/2008

07/22/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan. | | |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Pattern | Minimal harm or potential for actual harm |
| Provide activities to meet the needs of each resident. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Immediate jeopardy to resident health or safety |
| Protect residents from mistreatment, neglect, and/or theft of personal property. | Isolated | Immediate jeopardy to resident health or safety |
| Have enough nurses to care for every resident in a way that maximizes the resident's well being. | Pattern | Minimal harm or potential for actual harm |
| Make sure that a doctor approves a resident's admission in writing and that each resident has a doctor. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|---------------------------------------|---------------------------|
| 145424 | GLENSHIRE NURSING & REHAB CTRE | 22660 SOUTH CICERO AVENUE |
| 145424 | GLENSHIRE NURSING & REHAB CTRE | 22660 SOUTH CICERO AVENUE |
| 145584 | PALM TERRACE OF MATTOON | 1000 PALM |
| 145705 | NATHAN HEALTH CARE CENTER | 5050 SUMMIT AVENUE |
| 145705 | NATHAN HEALTH CARE CENTER | 5050 SUMMIT AVENUE |
| 145275 | TIMBERCREEK REHAB & HEALTHCARE CENTER | 2220 STATE STREET |
| 145248 | MORTON VILLA CARE CENTER | 190 EAST QUEENWOOD ROAD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---------------------|----|-------|----------------|
| RICHTON PARK | IL | 60471 | (708) 747-6120 |
| RICHTON PARK | IL | 60471 | (708) 747-6120 |
| MATTOON | IL | 61938 | (217) 234-7403 |
| EAST SAINT LOUIS | IL | 62205 | (618) 874-3597 |
| EAST SAINT LOUIS | IL | 62205 | (618) 874-3597 |
| PEKIN | IL | 61554 | (309) 347-1110 |
| MORTON | IL | 61550 | (309) 266-9741 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

06/30/2008

07/22/2008

06/30/2008

07/22/2008

07/08/2008

07/21/2008

06/26/2008

07/20/2008

06/26/2008

07/20/2008

07/02/2008

07/19/2008

07/02/2008

07/18/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary. | Isolated | Actual harm |
| Be administered in a way that leads to the highest possible level of well being for each resident. | Isolated | Immediate jeopardy to resident health or safety |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Make a complete assessment that covers all questions for areas that are listed in official regulations. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--------------------------------|-----------------------------|
| 145248 | MORTON VILLA CARE CENTER | 190 EAST QUEENWOOD ROAD |
| 145411 | PRAIRIE ROSE HEALTH CARE CTR | 900 SOUTH CHESTNUT |
| 145411 | PRAIRIE ROSE HEALTH CARE CTR | 900 SOUTH CHESTNUT |
| 145618 | SALEM VILLAGE NURSING & REHAB | 1314 ROWELL AVENUE |
| 145647 | ROSEWOOD CARE CENTER OF PEORIA | 1500 WEST NORTHMOOR ROAD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|----|-------|----------------|
| MORTON | IL | 61550 | (309) 266-9741 |
|--------|----|-------|----------------|

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|------|----|-------|----------------|
| PANA | IL | 62557 | (217) 562-3996 |
|------|----|-------|----------------|

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|------|----|-------|----------------|
| PANA | IL | 62557 | (217) 562-3996 |
|------|----|-------|----------------|

| | | | |
|--------|----|-------|----------------|
| JOLIET | IL | 60433 | (815) 727-5451 |
|--------|----|-------|----------------|

| | | | |
|--------|----|-------|----------------|
| PEORIA | IL | 61614 | (309) 691-2200 |
|--------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

07/02/2008

07/18/2008

07/14/2008

07/18/2008

07/14/2008

07/18/2008

07/03/2008

07/18/2008

06/27/2008

07/18/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| needs, with timetables and actions that can be measured. | | |
| Keep accurate and appropriate medical records. | Isolated | Minimal harm or potential for actual harm |
| Make a complete assessment that covers all questions for areas that are listed in official regulations. | Isolated | Minimal harm or potential for actual harm |
| Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|-----------------------------------|-------------------------------|
| 145728 | MANOR COURT OF MARYVILLE | OFF STATE ROUTE 162 |
| 145728 | MANOR COURT OF MARYVILLE | OFF STATE ROUTE 162 |
| 145648 | CENTRAL NURSING & REHAB CENTER | 2450 NORTH CENTRAL AVENUE |
| 145836 | SHELBYVILLE REHAB & HCC | 2116 SOUTH 3RD DACEY DRIVE |
| 145836 | SHELBYVILLE REHAB & HCC | 2116 SOUTH 3RD DACEY DRIVE |
| 145836 | SHELBYVILLE REHAB & HCC | 2116 SOUTH 3RD DACEY DRIVE |
| 145836 | SHELBYVILLE REHAB & HCC | 2116 SOUTH 3RD DACEY DRIVE |
| 145836 | SHELBYVILLE REHAB & HCC | 2116 SOUTH 3RD DACEY DRIVE |
| 145950 | ROCK ISLAND NURSING & REHB CENTER | 2545 24TH STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

MARYVILLE IL 62062 (618) 288-5999

MARYVILLE IL 62062 (618) 288-5999

CHICAGO IL 60639 (773) 889-1333

SHELBYVILLE IL 62565 (217) 774-2128

ROCK ISLAND IL 61201 (309) 788-0458

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

07/03/2008

07/18/2008

07/15/2008

07/18/2008

06/26/2008

07/17/2008

06/17/2008

07/17/2008

06/17/2008

07/17/2008

06/17/2008

07/17/2008

06/17/2008

07/17/2008

06/25/2008

07/17/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Keep safe, clean and homelike surroundings.

Isolated

Minimal harm or potential for actual harm

Tell the resident completely about his or her health status.

Isolated

Minimal harm or potential for actual harm

Let the resident refuse treatment or refuse to take part in an experiment.

Isolated

Actual harm

Make a complete assessment that covers all questions for areas that are listed in official regulations.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Give each resident care and services to get or keep the

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|-----------------------------------|-----------------------------|
| 145950 | ROCK ISLAND NURSING & REHB CENTER | 2545 24TH STREET |
| 146087 | SOUTHVIEW MANOR | 3311 S. MICHIGAN AVE. |
| 145372 | DEERBROOK CARE CENTRE | 306 NORTH LARKIN AVENUE |
| 145538 | BEECHER MANOR NRSG & REHAB CTR | 1201 DIXIE HIGHWAY |
| 145647 | ROSEWOOD CARE CENTER OF PEORIA | 1500 WEST NORTHMOOR ROAD |
| 145696 | NILES NSG & REHAB CTR | 9777 GREENWOOD |
| 145696 | NILES NSG & REHAB CTR | 9777 GREENWOOD |
| 145696 | NILES NSG & REHAB CTR | 9777 GREENWOOD |
| 145696 | NILES NSG & REHAB CTR | 9777 GREENWOOD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|-------------|----|-------|----------------|
| ROCK ISLAND | IL | 61201 | (309) 788-0458 |
| CHICAGO | IL | 60616 | (312) 326-9101 |
| JOLIET | IL | 60435 | (815) 744-5560 |
| BEECHER | IL | 60401 | (708) 946-2600 |
| PEORIA | IL | 61614 | (309) 691-2200 |
| NILES | IL | 60714 | (847) 967-7000 |
| NILES | IL | 60714 | (847) 967-7000 |
| NILES | IL | 60714 | (847) 967-7000 |
| NILES | IL | 60714 | (847) 967-7000 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

06/25/2008

07/17/2008

06/04/2008

07/17/2008

06/12/2008

07/16/2008

06/19/2008

07/16/2008

06/04/2008

07/15/2008

06/19/2008

07/15/2008

06/19/2008

07/15/2008

06/19/2008

07/15/2008

06/19/2008

07/15/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | |
|-------------|--|
| Health | Environmental Deficiencies |
| Fire Safety | Building Construction Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Resident Rights Deficiencies |
| Health | Quality Care Deficiencies |
| Fire Safety | Vertical Openings Deficiencies |
| Fire Safety | Exits and Egress Deficiencies |
| Fire Safety | Emergency Plans and Fire Drills Deficiencies |
| Fire Safety | Emergency Plans and Fire Drills Deficiencies |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|------------|---|
| services to get or keep the highest quality of life possible. | | harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| approved construction type or materials. | Widespread | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Provide services to meet the needs and preferences of each resident. | Widespread | Potential for minimal harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| protected exits that allow the resident to escape the building. | Pattern | Minimal harm or potential for actual harm |
| exits that are accessible at all times. | Pattern | Minimal harm or potential for actual harm |
| did not have a written emergency evacuation plan. | Widespread | Immediate jeopardy to resident health or safety |
| record of quarterly fire drills for each shift under varying conditions. | Widespread | Immediate jeopardy to resident health or safety |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|-----------|------------------------------|-------------------------------|
| 145696 | NILES NSG & REHAB CTR | 9777 GREENWOOD |
| 14A050 | WESTWOOD MANOR, THE | 2444 WEST TOUHY AVENUE |
| 1.40E+243 | SHELTERING OAK | P O BOX 367 |
| 1.40E+243 | SHELTERING OAK | P O BOX 367 |
| 145721 | VILLA HEALTH CARE EAST | 100 MARIAN PARKWAY PO BOX 109 |
| 146076 | MANOR COURT OF CLINTON | 1 PARK LANE WEST |
| 146076 | MANOR COURT OF CLINTON | 1 PARK LANE WEST |
| 146076 | MANOR COURT OF CLINTON | 1 PARK LANE WEST |
| 146115 | NEW ATHENS HOME FOR THE AGED | 203 SOUTH JOHNSON STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|-------------|----|-------|----------------|
| NILES | IL | 60714 | (847) 967-7000 |
| CHICAGO | IL | 60645 | (773) 274-7705 |
| ISLAND LAKE | IL | 60042 | (847) 526-3636 |
| ISLAND LAKE | IL | 60042 | (847) 526-3636 |
| SHERMAN | IL | 62684 | (217) 744-2299 |
| CLINTON | IL | 61727 | (217) 935-8500 |
| CLINTON | IL | 61727 | (217) 935-8500 |
| CLINTON | IL | 61727 | (217) 935-8500 |
| NEW ATHENS | IL | 62264 | (618) 475-2550 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

06/19/2008

07/15/2008

07/03/2008

07/15/2008

06/17/2008

07/15/2008

06/17/2008

07/15/2008

07/03/2008

07/14/2008

07/03/2008

07/14/2008

07/03/2008

07/14/2008

07/03/2008

07/14/2008

06/24/2008

07/14/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Fire Safety

Fire Alarm Systems Deficiencies

Health

Pharmacy Service Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|------------|---|
| an automatic smoke detection system in all hallways. | Widespread | Immediate jeopardy to resident health or safety |
| Properly mark drugs and other similar products. | Isolated | Minimal harm or potential for actual harm |
| Provide services to meet the needs and preferences of each resident. | Pattern | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |
| Make sure that each resident's nutritional needs were met. | Isolated | Minimal harm or potential for actual harm |
| Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--------------------------------------|--------------------------|
| 146115 | NEW ATHENS HOME FOR THE AGED | 203 SOUTH JOHNSON STREET |
| 145333 | WEST SUBURBAN NURSING & REHAB CENTER | 311 EDGEWATER DRIVE |
| 145688 | ALDEN PRINCETON REHAB & HCC | 255 WEST 69TH STREET |
| 145868 | ARLINGTON REHAB & LIVING CTR | 1666 CHECKER ROAD |
| 145868 | ARLINGTON REHAB & LIVING CTR | 1666 CHECKER ROAD |
| 145868 | ARLINGTON REHAB & LIVING CTR | 1666 CHECKER ROAD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|------------|----|-------|----------------|
| NEW ATHENS | IL | 62264 | (618) 475-2550 |
|------------|----|-------|----------------|

| | | | |
|--------------|----|-------|----------------|
| BLOOMINGDALE | IL | 60108 | (630) 894-7400 |
|--------------|----|-------|----------------|

| | | | |
|---------|----|-------|----------------|
| CHICAGO | IL | 60621 | (773) 224-5900 |
|---------|----|-------|----------------|

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|------------|----|-------|----------------|
| LONG GROVE | IL | 60047 | (847) 419-1111 |
|------------|----|-------|----------------|

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|------------|----|-------|----------------|
| LONG GROVE | IL | 60047 | (847) 419-1111 |
|------------|----|-------|----------------|

| | | | |
|------------|----|-------|----------------|
| LONG GROVE | IL | 60047 | (847) 419-1111 |
|------------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

06/24/2008

07/14/2008

06/10/2008

07/12/2008

06/19/2008

07/11/2008

06/02/2008

07/11/2008

06/02/2008

07/11/2008

06/02/2008

07/11/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Assessment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Provide enough notice before discharging or transferring a resident. | Isolated | Minimal harm or potential for actual harm |
| Provide social services for related medical problems to help each resident achieve the highest possible quality of life. | Isolated | Minimal harm or potential for actual harm |
| Make a complete assessment that covers all questions for areas that are listed in official regulations. | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|------------------------------|-----------------------|
| 145868 | ARLINGTON REHAB & LIVING CTR | 1666 CHECKER ROAD |
| 145868 | ARLINGTON REHAB & LIVING CTR | 1666 CHECKER ROAD |
| 146116 | LA SALLE COUNTY NURSING HOME | 1380 NORTH 27TH ROAD |
| 146116 | LA SALLE COUNTY NURSING HOME | 1380 NORTH 27TH ROAD |
| 146116 | LA SALLE COUNTY NURSING HOME | 1380 NORTH 27TH ROAD |
| 146122 | ST PAUL'S HOME | 1021 WEST E STREET |
| 145286 | HERITAGE MANOR-STAUNTON | 215 WEST PENNSYLVANIA |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|------------|----|-------|----------------|
| LONG GROVE | IL | 60047 | (847) 419-1111 |
| LONG GROVE | IL | 60047 | (847) 419-1111 |
| OTTAWA | IL | 61350 | (815) 433-0476 |
| OTTAWA | IL | 61350 | (815) 433-0476 |
| OTTAWA | IL | 61350 | (815) 433-0476 |
| BELLEVILLE | IL | 62220 | (618) 233-2095 |
| STAUNTON | IL | 62088 | (618) 635-5577 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

06/11/2008

07/11/2008

06/11/2008

07/11/2008

07/01/2008

07/11/2008

07/01/2008

07/11/2008

07/01/2008

07/11/2008

06/19/2008

07/11/2008

07/02/2008

07/10/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | |
|--------|---------------------------|
| Health | Quality Care Deficiencies |
|--------|---------------------------|

| | |
|--------|---------------------------|
| Health | Quality Care Deficiencies |
|--------|---------------------------|

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|--------|---------------------------|
| Health | Mistreatment Deficiencies |
|--------|---------------------------|

| | |
|--------|----------------------------------|
| Health | Resident Assessment Deficiencies |
|--------|----------------------------------|

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|--------|----------------------------------|
| Health | Resident Assessment Deficiencies |
|--------|----------------------------------|

| | |
|--------|---------------------------|
| Health | Quality Care Deficiencies |
|--------|---------------------------|

| | |
|--------|------------------------------|
| Health | Resident Rights Deficiencies |
|--------|------------------------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Make a complete assessment that covers all questions for areas that are listed in official regulations. | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

AVENUE

145652

VALLEY HI NURSING HOME

2406 HARTLAND
ROAD

145652

VALLEY HI NURSING HOME

2406 HARTLAND
ROAD

145832

RIDGEVIEW REHAB & NURSING CENTER

6450 NORTH RIDGE
AVENUE

145981

SWANSEA REHAB HEALTH CARE

1405 NORTH SECOND
STREET

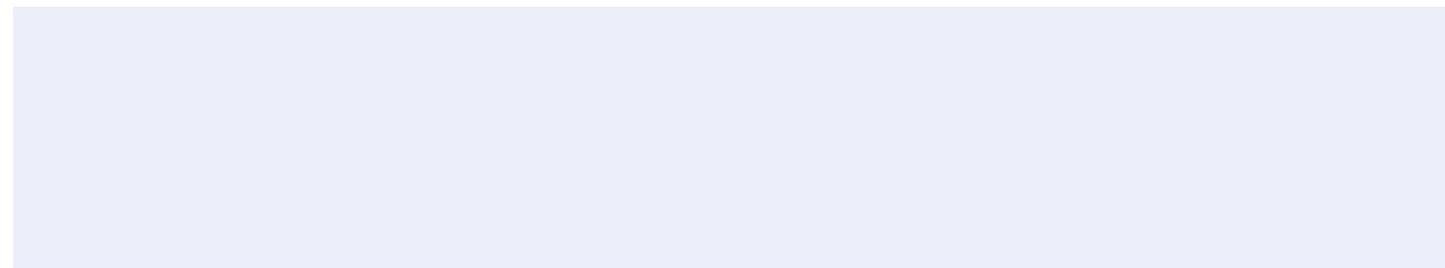
145445

OAK HILL

623 HAMACHER
STREET

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency



WOODSTOCK IL 60098 (815) 338-0312

WOODSTOCK IL 60098 (815) 338-0312

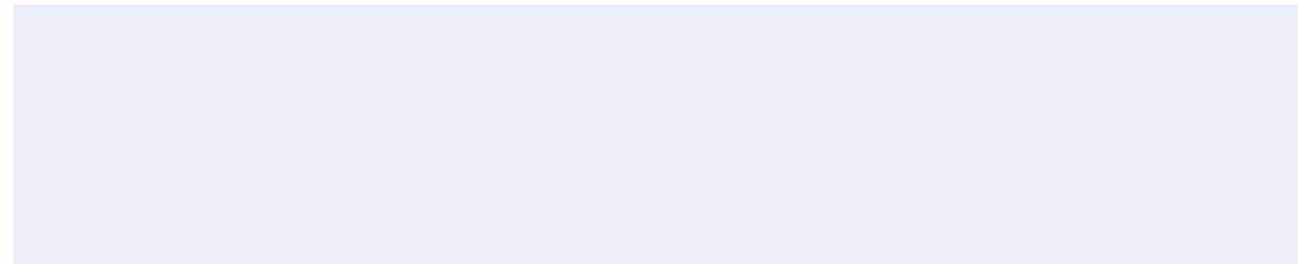
CHICAGO IL 60626 (773) 743-8700

SWANSEA IL 62226 (618) 233-6625

WATERLOO IL 62298 (618) 939-3488

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency



06/18/2008

07/10/2008



06/18/2008

07/10/2008



06/24/2008

07/10/2008



07/07/2008

07/10/2008



06/19/2008

07/09/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency



Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.

Isolated

Actual harm

Make a complete assessment that covers all questions for areas that are listed in official regulations.

Isolated

Minimal harm or potential for actual harm

Provide services to meet the needs and preferences of each resident.

Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if:

Isolated

Actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|---------------------------|-------------------------|
| 145856 | ALL FAITH PAVILION | 3500 SOUTH GILES AVENUE |
| 145856 | ALL FAITH PAVILION | 3500 SOUTH GILES AVENUE |
| 145972 | PROVENA COR MARIAE CENTER | 3330 MARIA LINDEN DRIVE |
| 145972 | PROVENA COR MARIAE CENTER | 3330 MARIA LINDEN DRIVE |
| 145972 | PROVENA COR MARIAE CENTER | 3330 MARIA LINDEN DRIVE |
| 145972 | PROVENA COR MARIAE CENTER | 3330 MARIA LINDEN DRIVE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---------|----|-------|----------------|
| CHICAGO | IL | 60653 | (312) 326-2000 |
|---------|----|-------|----------------|

| | | | |
|---------|----|-------|----------------|
| CHICAGO | IL | 60653 | (312) 326-2000 |
|---------|----|-------|----------------|

| | | | |
|----------|----|-------|----------------|
| ROCKFORD | IL | 61114 | (815) 877-7416 |
|----------|----|-------|----------------|

| | | | |
|----------|----|-------|----------------|
| ROCKFORD | IL | 61114 | (815) 877-7416 |
|----------|----|-------|----------------|

| | | | |
|----------|----|-------|----------------|
| ROCKFORD | IL | 61114 | (815) 877-7416 |
|----------|----|-------|----------------|

| | | | |
|----------|----|-------|----------------|
| ROCKFORD | IL | 61114 | (815) 877-7416 |
|----------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

06/18/2008

07/09/2008

06/18/2008

07/09/2008

06/30/2008

07/09/2008

06/30/2008

07/09/2008

06/30/2008

07/09/2008

06/30/2008

07/09/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Be administered in a way that leads to the highest possible level of well being for each resident.

Isolated

Immediate jeopardy to resident health or safety

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Immediate jeopardy to resident health or safety

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Isolated

Minimal harm or potential for actual harm

Give professional services that meet a professional standard of quality.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Make sure that residents who

Isolated

Minimal harm or potential for actual

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|---------------------------------|-----------------------------|
| | | DRIVE |
| 145972 | PROVENA COR MARIAE CENTER | 3330 MARIA LINDEN DRIVE |
| 145972 | PROVENA COR MARIAE CENTER | 3330 MARIA LINDEN DRIVE |
| 145584 | PALM TERRACE OF MATTOON | 1000 PALM |
| 145806 | WARREN PARK HEALTH & LIVING CTR | 6700 NORTH DAMEN AVENUE |
| 145806 | WARREN PARK HEALTH & LIVING CTR | 6700 NORTH DAMEN AVENUE |
| 146092 | HERRIN REHAB & NURSING CENTER | 1900 NORTH PARK AVENUE |
| 145696 | NILES NSG & REHAB CTR | 9777 GREENWOOD |
| 145894 | FOX RIVER PAVILION | 400 EAST NEW YORK STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|----------|----|-------|----------------|
| ROCKFORD | IL | 61114 | (815) 877-7416 |
| ROCKFORD | IL | 61114 | (815) 877-7416 |
| MATTOON | IL | 61938 | (217) 234-7403 |
| CHICAGO | IL | 60645 | (773) 465-5000 |
| CHICAGO | IL | 60645 | (773) 465-5000 |
| HERRIN | IL | 62948 | (618) 942-2525 |
| NILES | IL | 60714 | (847) 967-7000 |
| AURORA | IL | 60505 | (630) 897-8714 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

06/30/2008

07/09/2008

06/30/2008

07/09/2008

07/08/2008

07/08/2008

06/18/2008

07/08/2008

06/18/2008

07/08/2008

06/05/2008

07/08/2008

06/19/2008

07/07/2008

07/01/2008

07/07/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health Quality Care Deficiencies

Health Environmental Deficiencies

Health Environmental Deficiencies

Health Quality Care Deficiencies

Health Administration Deficiencies

Health Environmental Deficiencies

Fire Safety Automatic Sprinkler Systems Deficiencies

Health Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| cannot care for themselves receive help with eating/drinking, grooming and hygiene. | | harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Pattern | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Immediate jeopardy to resident health or safety |
| Be administered in a way that leads to the highest possible level of well being for each resident. | Isolated | Immediate jeopardy to resident health or safety |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| an approved automatic sprinkler system connected to the fire alarm system. | Pattern | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | STREET |
|--------|-------------------------------|----------------------------|
| 145894 | FOX RIVER PAVILION | 400 EAST NEW YORK STREET |
| 145429 | ALDEN WENTWORTH REHAB & HCC | 201 WEST 69TH STREET |
| 145429 | ALDEN WENTWORTH REHAB & HCC | 201 WEST 69TH STREET |
| 145395 | REHAB & CARE CTR - JACKSON CO | 1441 NORTH 14TH STREET |
| 145395 | REHAB & CARE CTR - JACKSON CO | 1441 NORTH 14TH STREET |
| 145126 | ALDEN LINCOLN REHAB & H C CTR | 504 WEST WELLINGTON AVENUE |
| 145126 | ALDEN LINCOLN REHAB & H C CTR | 504 WEST WELLINGTON AVENUE |
| 145596 | SNYDER VILLAGE | 1200 EAST |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|-------------|----|-------|----------------|
| AURORA | IL | 60505 | (630) 897-8714 |
| CHICAGO | IL | 60621 | (773) 487-1200 |
| CHICAGO | IL | 60621 | (773) 487-1200 |
| MURPHYSBORO | IL | 62966 | (618) 684-2136 |
| MURPHYSBORO | IL | 62966 | (618) 684-2136 |
| CHICAGO | IL | 60657 | (773) 281-6200 |
| CHICAGO | IL | 60657 | (773) 281-6200 |
| METAMORA | IL | 61548 | (309) 367-4300 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

07/01/2008

07/07/2008

06/11/2008

07/06/2008

06/11/2008

07/06/2008

06/05/2008

07/04/2008

06/05/2008

07/04/2008

06/23/2008

07/03/2008

06/23/2008

07/03/2008

07/02/2008

07/03/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health Resident Assessment Deficiencies

Health Resident Assessment Deficiencies

Health Quality Care Deficiencies

Health Resident Rights Deficiencies

Health Quality Care Deficiencies

Health Mistreatment Deficiencies

Health Quality Care Deficiencies

Health Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| area is free of dangers that cause accidents. | | |
| Make sure that doctors visit residents regularly, as required. | Isolated | Minimal harm or potential for actual harm |
| Make a complete assessment that covers all questions for areas that are listed in official regulations. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Provide services to meet the needs and preferences of each resident. | Pattern | Potential for minimal harm |
| Give professional services that follow each resident's written care plan. | Isolated | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
| Give the right treatment and services to residents who have mental or social problems adjusting. | Isolated | Actual harm |
| 1) Hire only people who have no | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|---------------------------------|-------------------------------------|
| 145596 | SNYDER VILLAGE | 1200 EAST PARTRIDGE |
| 145614 | CHATEAU NRSG & REHAB CENTER | 7050 MADISON STREET |
| 145631 | NEWMAN REHABILITATION & HCC | 418 SOUTH MEMORIAL PARK DRIVE |
| 145798 | COUNTRYSIDE NURSING & REHAB CTR | 1635 EAST 154TH STREET |
| 146041 | EAST MOLINE NURSING & REHAB | 430 SOUTH 30TH AVENUE |
| 146041 | EAST MOLINE NURSING & REHAB | 430 SOUTH 30TH AVENUE |
| 146041 | EAST MOLINE NURSING & REHAB | 430 SOUTH 30TH AVENUE |
| 146041 | EAST MOLINE NURSING & REHAB | 430 SOUTH 30TH |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|-------------|----|-------|----------------|
| METAMORA | IL | 61548 | (309) 367-4300 |
| WILLOWBROOK | IL | 60521 | (630) 323-6380 |
| NEWMAN | IL | 61942 | (217) 837-2421 |
| DOLTON | IL | 60419 | (708) 841-9550 |
| EAST MOLINE | IL | 61244 | (309) 755-3466 |
| EAST MOLINE | IL | 61244 | (309) 755-3466 |
| EAST MOLINE | IL | 61244 | (309) 755-3466 |
| EAST MOLINE | IL | 61244 | (309) 755-3466 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

06/19/2008

07/03/2008

05/15/2008

07/03/2008

06/19/2008

07/03/2008

06/18/2008

07/03/2008

06/18/2008

07/03/2008

06/18/2008

07/03/2008

06/18/2008

07/03/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Provide needed housekeeping and maintenance. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Provide services to meet the needs and preferences of each resident. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Have a program to keep infection | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

AVENUE
133 MOHAWK DRIVE

14A151 BOURBONNAIS TERRACE

145266 FONDULAC REHABILITATION & HCC 901 ILLINI DRIVE

145645 FOREST HILL HEALTH AND REHAB 4747 11TH STREET

145858 ELMWOOD NURSING & REHAB CENTER 152 WILMA DRIVE

145858 ELMWOOD NURSING & REHAB CENTER 152 WILMA DRIVE

145858 ELMWOOD NURSING & REHAB CENTER 152 WILMA DRIVE

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

BOURBONNAIS IL 60914 (815) 937-4790

EAST PEORIA IL 61611 (309) 694-6446

EAST MOLINE IL 61244 (309) 796-0922

MARYVILLE IL 62062 (618) 344-7750

MARYVILLE IL 62062 (618) 344-7750

MARYVILLE IL 62062 (618) 344-7750

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

06/20/2008

07/03/2008

06/30/2008

07/02/2008

07/01/2008

07/02/2008

04/24/2008

07/02/2008

04/24/2008

07/02/2008

04/24/2008

07/02/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

from spreading.

harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Actual harm

Give professional services that follow each resident's written care plan.

Isolated

Minimal harm or potential for actual harm

Have a program to keep infection from spreading.

Isolated

Minimal harm or potential for actual harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Pattern

Actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Actual harm

Have enough nurses to care for every resident in a way that maximizes the resident's well

Pattern

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|--------------------------------|-----------------|
| 145858 | ELMWOOD NURSING & REHAB CENTER | 152 WILMA DRIVE |
|--------|--------------------------------|-----------------|

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| 145858 | ELMWOOD NURSING & REHAB CENTER | 152 WILMA DRIVE |
|--------|--------------------------------|-----------------|

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| 145858 | ELMWOOD NURSING & REHAB CENTER | 152 WILMA DRIVE |
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| 145858 | ELMWOOD NURSING & REHAB CENTER | 152 WILMA DRIVE |
|--------|--------------------------------|-----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-----------|----|-------|----------------|
| MARYVILLE | IL | 62062 | (618) 344-7750 |
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|-----------|----|-------|----------------|
| MARYVILLE | IL | 62062 | (618) 344-7750 |
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| MARYVILLE | IL | 62062 | (618) 344-7750 |
|-----------|----|-------|----------------|

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|-----------|----|-------|----------------|
| MARYVILLE | IL | 62062 | (618) 344-7750 |
|-----------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/24/2008

07/02/2008

05/28/2008

07/02/2008

05/28/2008

07/02/2008

05/28/2008

07/02/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

being.

| | | |
|--|----------|---|
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

| | | |
|--|----------|-------------|
| Protect residents from mistreatment, neglect, and/or theft of personal property. | Isolated | Actual harm |
|--|----------|-------------|

| | | |
|---|----------|---|
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

| | | |
|--|----------|---|
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--------------------------------|--------------------------------|
| 145858 | ELMWOOD NURSING & REHAB CENTER | 152 WILMA DRIVE |
| 145858 | ELMWOOD NURSING & REHAB CENTER | 152 WILMA DRIVE |
| 145858 | ELMWOOD NURSING & REHAB CENTER | 152 WILMA DRIVE |
| 145858 | ELMWOOD NURSING & REHAB CENTER | 152 WILMA DRIVE |
| 145632 | ST AGNES HC AND REHAB CENTER | 1725 SOUTH WABASH |
| 145792 | WOODBRIIDGE NURSING PAVILION | 2242 NORTH KEDZIE |
| 145792 | WOODBRIIDGE NURSING PAVILION | 2242 NORTH KEDZIE |
| 145792 | WOODBRIIDGE NURSING PAVILION | 2242 NORTH KEDZIE |
| 146014 | HARVARD MEMORIAL HOSPITAL | 901 SOUTH GRANT P O BOX 850 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-----------|----|-------|----------------|
| MARYVILLE | IL | 62062 | (618) 344-7750 |
| MARYVILLE | IL | 62062 | (618) 344-7750 |
| MARYVILLE | IL | 62062 | (618) 344-7750 |
| MARYVILLE | IL | 62062 | (618) 344-7750 |
| CHICAGO | IL | 60616 | (312) 922-2777 |
| CHICAGO | IL | 60647 | (773) 486-7700 |
| CHICAGO | IL | 60647 | (773) 486-7700 |
| CHICAGO | IL | 60647 | (773) 486-7700 |
| HARVARD | IL | 60033 | (815) 943-2967 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

05/28/2008

07/02/2008

05/28/2008

07/02/2008

05/28/2008

07/02/2008

06/04/2008

07/02/2008

06/18/2008

07/01/2008

06/03/2008

07/01/2008

06/03/2008

07/01/2008

06/03/2008

07/01/2008

06/25/2008

07/01/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|------------|---|
| be transferred or discharged. | | |
| Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly. | Pattern | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents are safe from serious medication errors. | Isolated | Minimal harm or potential for actual harm |
| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
| Provide enough emergency electricity. | Widespread | Immediate jeopardy to resident health or safety |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

O BOX 850

| | | |
|--------|----------------------------------|----------------------------------|
| 145295 | RIVERSHORES CARE CENTER | 578 WEST COMMERCIAL STREET |
| 145379 | ALDEN VALLEY RIDGE REHAB & HCC | 275 EAST ARMY TRAIL ROAD |
| 145610 | BLOOMINGTON REHABILITATION & HCC | 1925 SOUTH MAIN STREET |
| 145610 | BLOOMINGTON REHABILITATION & HCC | 1925 SOUTH MAIN STREET |
| 145610 | BLOOMINGTON REHABILITATION & HCC | 1925 SOUTH MAIN STREET |
| 145610 | BLOOMINGTON REHABILITATION & HCC | 1925 SOUTH MAIN STREET |
| 145639 | CHICAGO RIDGE NURSING CENTER | 10602 SOUTHWEST HIGHWAY |
| 145894 | FOX RIVER PAVILION | 400 EAST NEW YORK STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

MARSEILLES IL 61341 (815) 795-5121

BLOOMINGDALE IL 60108 (630) 893-9616

BLOOMINGTON IL 61701 (309) 829-4348

CHICAGO RIDGE IL 60415 (708) 448-1540

AURORA IL 60505 (630) 897-8714

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

06/04/2008

06/30/2008

06/18/2008

06/30/2008

06/12/2008

06/30/2008

06/12/2008

06/30/2008

06/12/2008

06/30/2008

06/12/2008

06/30/2008

06/10/2008

06/30/2008

06/16/2008

06/30/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| area is free of dangers that cause accidents. | | harm |
| Provide care in a way that keeps or builds each resident's dignity and self respect. | Isolated | Minimal harm or potential for actual harm |
| Make a complete assessment that covers all questions for areas that are listed in official regulations. | Pattern | Potential for minimal harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that follow each resident's written care plan. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-----------|----------------------------------|-----------------------------|
| 145964 | MCLEANSBORO REHABILITATION & HCC | 405 WEST CARPENTER |
| 1.40E+205 | GREENWOOD CARE | 1406 CHICAGO AVENUE |
| 14E888 | SHARON HEALTH CARE WILLOWS | 3520 NORTH ROCHELLE |
| 14E888 | SHARON HEALTH CARE WILLOWS | 3520 NORTH ROCHELLE |
| 146039 | EASTVIEW TERRACE | 100 EASTVIEW PLACE |
| 146039 | EASTVIEW TERRACE | 100 EASTVIEW PLACE |
| 145222 | WOODSTOCK RESIDENCE | 309 MCHENRY AVENUE |
| 145894 | FOX RIVER PAVILION | 400 EAST NEW YORK STREET |
| 145070 | COURTYARD HEALTHCARE CENTER | 3601 SOUTH HARLEM AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-------------|----|-------|----------------|
| MCLEANSBORO | IL | 62859 | (618) 643-3728 |
| EVANSTON | IL | 60202 | (847) 328-6503 |
| PEORIA | IL | 61604 | (309) 688-0451 |
| PEORIA | IL | 61604 | (309) 688-0451 |
| SULLIVAN | IL | 61951 | (217) 728-7367 |
| SULLIVAN | IL | 61951 | (217) 728-7367 |
| WOODSTOCK | IL | 60098 | (815) 338-1700 |
| AURORA | IL | 60505 | (630) 897-8714 |
| BERWYN | IL | 60402 | (708) 749-4160 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

06/27/2008

06/30/2008

06/25/2008

06/30/2008

06/13/2008

06/30/2008

06/13/2008

06/30/2008

06/26/2008

06/29/2008

06/26/2008

06/29/2008

04/29/2008

06/28/2008

06/16/2008

06/28/2008

03/14/2008

06/27/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Nutrition and Dietary Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| accidents. | | |
| Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature. | Pattern | Potential for minimal harm |
| Provide needed housekeeping and maintenance. | Pattern | Potential for minimal harm |
| Provide needed housekeeping and maintenance. | Pattern | Potential for minimal harm |
| Have a program to keep infection from spreading. | Pattern | Potential for minimal harm |
| Provide services to meet the needs and preferences of each resident. | Isolated | Minimal harm or potential for actual harm |
| Provide needed housekeeping and maintenance. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|------------------------------|--------------------------|
| 145070 | COURTYARD HEALTHCARE CENTER | 3601 SOUTH HARLEM AVENUE |
| 145070 | COURTYARD HEALTHCARE CENTER | 3601 SOUTH HARLEM AVENUE |
| 145070 | COURTYARD HEALTHCARE CENTER | 3601 SOUTH HARLEM AVENUE |
| 145190 | HEARTLAND OF CHAMPAIGN | 309 EAST SPRINGFIELD |
| 145382 | LEE MANOR | 1301 LEE STREET |
| 145382 | LEE MANOR | 1301 LEE STREET |
| 145475 | ST ANN'S HEALTHCARE CENTER | 770 STATE STREET |
| 146026 | LEWIS MEMORIAL CHRISTIAN VLG | 3400 WEST WASHINGTON |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|----|-------|----------------|
| BERWYN | IL | 60402 | (708) 749-4160 |
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| BERWYN | IL | 60402 | (708) 749-4160 |
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| BERWYN | IL | 60402 | (708) 749-4160 |
|--------|----|-------|----------------|

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|-----------|----|-------|----------------|
| CHAMPAIGN | IL | 61820 | (217) 352-5135 |
|-----------|----|-------|----------------|

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|-------------|----|-------|----------------|
| DES PLAINES | IL | 60018 | (847) 635-4000 |
|-------------|----|-------|----------------|

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| DES PLAINES | IL | 60018 | (847) 635-4000 |
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|---------|----|-------|----------------|
| CHESTER | IL | 62233 | (618) 826-2314 |
|---------|----|-------|----------------|

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|-------------|----|-------|----------------|
| SPRINGFIELD | IL | 62702 | (217) 787-9600 |
|-------------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/14/2008

06/27/2008

03/14/2008

06/27/2008

06/13/2008

06/27/2008

06/20/2008

06/27/2008

06/02/2008

06/27/2008

06/02/2008

06/27/2008

06/26/2008

06/27/2008

06/19/2008

06/27/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Administration Deficiencies

Health

Pharmacy Service Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible.

post nurse staffing information.

Widespread

Potential for minimal harm

Keep accurate and appropriate medical records.

Widespread

Potential for minimal harm

Properly mark drugs and other similar products.

Isolated

Minimal harm or potential for actual harm

Provide services to meet the needs and preferences of each resident.

Isolated

Minimal harm or potential for actual harm

Protect each resident from all abuse, physical punishment, and being separated from others.

Isolated

Actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

Make sure that each resident who enters the nursing home without a catheter is not given a

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--------------------------------|-------------------------------|
| 145681 | PROVIDENCE PALOS HEIGHTS | 13259 SOUTH CENTRAL AVENUE |
| 145696 | NILES NSG & REHAB CTR | 9777 GREENWOOD |
| 145905 | JONESBORO REHABILITATION & HCC | 955 STATE ROUTE 127 |
| 145905 | JONESBORO REHABILITATION & HCC | 955 STATE ROUTE 127 |
| 145905 | JONESBORO REHABILITATION & HCC | 955 STATE ROUTE 127 |
| 145942 | OAK LAWN RESPIRATORY & REHAB | 9525 SOUTH MAYFIELD |
| 145942 | OAK LAWN RESPIRATORY & REHAB | 9525 SOUTH MAYFIELD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---------------|----|-------|----------------|
| PALOS HEIGHTS | IL | 60463 | (708) 597-1000 |
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|-------|----|-------|----------------|
| NILES | IL | 60714 | (847) 967-7000 |
|-------|----|-------|----------------|

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|-----------|----|-------|----------------|
| JONESBORO | IL | 62952 | (618) 833-7093 |
|-----------|----|-------|----------------|

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|-----------|----|-------|----------------|
| JONESBORO | IL | 62952 | (618) 833-7093 |
|-----------|----|-------|----------------|

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|-----------|----|-------|----------------|
| JONESBORO | IL | 62952 | (618) 833-7093 |
|-----------|----|-------|----------------|

| | | | |
|----------|----|-------|----------------|
| OAK LAWN | IL | 60453 | (708) 636-7000 |
|----------|----|-------|----------------|

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|----------|----|-------|----------------|
| OAK LAWN | IL | 60453 | (708) 636-7000 |
|----------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

06/26/2008

06/26/2008

06/26/2008

06/26/2008

05/29/2008

06/26/2008

05/29/2008

06/26/2008

06/16/2008

06/26/2008

04/17/2008

06/26/2008

04/17/2008

06/26/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| without a catheter is not given a catheter, unless it is necessary. | | |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Immediate jeopardy to resident health or safety |
| Send and promptly deliver unopened mail to residents. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that follow each resident's written care plan. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that follow each resident's written care plan. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Pattern | Immediate jeopardy to resident health or safety |
| Protect residents from mistreatment, neglect, and/or | Pattern | Immediate jeopardy to resident health or safety |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|-----------|-----------------------------------|--------------------------------|
| 145942 | OAK LAWN RESPIRATORY & REHAB | 9525 SOUTH MAYFIELD |
| 146086 | TUSCOLA HEALTH CARE CENTER | 1203 EGYPTIAN TRAIL |
| 1.40E+246 | CARE CENTER OF JACKSONVILLE | 1320 TENDICK, P O BOX 1115 |
| 145475 | ST ANN'S HEALTHCARE CENTER | 770 STATE STREET |
| 145475 | ST ANN'S HEALTHCARE CENTER | 770 STATE STREET |
| 145475 | ST ANN'S HEALTHCARE CENTER | 770 STATE STREET |
| 145971 | ROSEWOOD CARE CENTER NORTHBROOK | 4101 LAKE COOK ROAD |
| 145364 | CHAMPAIGN COUNTY NURSING HOME | 500 SOUTH ART BARTELL DRIVE |
| 145405 | WESTMONT NURSING AND REHAB CENTER | 6501 SOUTH CASS |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|--------------|----|-------|----------------|
| OAK LAWN | IL | 60453 | (708) 636-7000 |
| TUSCOLA | IL | 61953 | (217) 253-4791 |
| JACKSONVILLE | IL | 62650 | (217) 243-6405 |
| CHESTER | IL | 62233 | (618) 826-2314 |
| CHESTER | IL | 62233 | (618) 826-2314 |
| CHESTER | IL | 62233 | (618) 826-2314 |
| NORTHBROOK | IL | 60062 | (847) 562-1770 |
| URBANA | IL | 61802 | (217) 384-3784 |
| WESTMONT | IL | 60559 | (630) 960-2026 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/17/2008

06/26/2008

06/26/2008

06/26/2008

06/10/2008

06/26/2008

06/05/2008

06/25/2008

06/05/2008

06/25/2008

06/05/2008

06/25/2008

06/12/2008

06/25/2008

01/16/2008

06/24/2008

06/19/2008

06/24/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Environmental Deficiencies

Fire Safety

Fire Alarm Systems Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

theft of personal property.

| | | |
|--|------------|---|
| Be administered in a way that leads to the highest possible level of well being for each resident. | Widespread | Minimal harm or potential for actual harm |
|--|------------|---|

| | | |
|---|----------|-------------|
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
|---|----------|-------------|

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|--|----------|---|
| a fire alarm system that can be heard throughout the facility. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

| | | |
|---|----------|---|
| Give professional services that follow each resident's written care plan. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

| | | |
|--|----------|---|
| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

| | | |
|---|----------|-------------|
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
|---|----------|-------------|

| | | |
|--|----------|---|
| Make sure that each resident gets help to keep vision and hearing. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

| | | |
|---|----------|-------------|
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
|---|----------|-------------|

| | | |
|--|---------|---|
| Provide services to meet the needs and preferences of each resident. | Pattern | Minimal harm or potential for actual harm |
|--|---------|---|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

145478 NOKOMIS REHAB & HEALTH CARE CENTER 505 STEVENS STREET

145478 NOKOMIS REHAB & HEALTH CARE CENTER 505 STEVENS STREET

145631 NEWMAN REHABILITATION & HCC 418 SOUTH
MEMORIAL PARK
DRIVE

145631 NEWMAN REHABILITATION & HCC 418 SOUTH
MEMORIAL PARK
DRIVE

145736 ALDEN TOWN MANOR REHAB & HCC 6120 WEST OGDEN

145736 ALDEN TOWN MANOR REHAB & HCC 6120 WEST OGDEN

145222 WOODSTOCK RESIDENCE 309 MCHENRY
AVENUE

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

NOKOMIS IL 62075 (217) 563-7725

NOKOMIS IL 62075 (217) 563-7725

NEWMAN IL 61942 (217) 837-2421

NEWMAN IL 61942 (217) 837-2421

CICERO IL 60804 (708) 863-0500

CICERO IL 60804 (708) 863-0500

WOODSTOCK IL 60098 (815) 338-1700

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

06/19/2008

06/24/2008

06/19/2008

06/24/2008

04/25/2008

06/24/2008

04/25/2008

06/24/2008

02/06/2008

06/24/2008

05/02/2008

06/24/2008

04/07/2008

06/23/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

resident.

| | | |
|---|----------|---|
| Immediately tell the resident, doctor, and a family member if the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

| | | |
|---|----------|-------------|
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
|---|----------|-------------|

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| Have a program to keep infection from spreading. | Isolated | Immediate jeopardy to resident health or safety |
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| Choose a doctor to be the medical director. | Widespread | Minimal harm or potential for actual harm |
|---|------------|---|

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| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
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|--|----------|---|
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
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| 1) Make sure that residents who take drugs are not given too | Pattern | Immediate jeopardy to resident health or safety |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|--------------------------------|-------------------------|
| 145222 | WOODSTOCK RESIDENCE | 309 MCHENRY AVENUE |
| 145222 | WOODSTOCK RESIDENCE | 309 MCHENRY AVENUE |
| 145856 | ALL FAITH PAVILION | 3500 SOUTH GILES AVENUE |
| 145856 | ALL FAITH PAVILION | 3500 SOUTH GILES AVENUE |
| 145632 | ST AGNES HC AND REHAB CENTER | 1725 SOUTH WABASH |
| 145632 | ST AGNES HC AND REHAB CENTER | 1725 SOUTH WABASH |
| 145785 | GRANGE NURSING HOME | 901 NORTH TENTH STREET |
| 145466 | TWIN LAKES REHAB & HEALTH CARE | 310 EADS AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-----------|----|-------|----------------|
| WOODSTOCK | IL | 60098 | (815) 338-1700 |
|-----------|----|-------|----------------|

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|-----------|----|-------|----------------|
| WOODSTOCK | IL | 60098 | (815) 338-1700 |
|-----------|----|-------|----------------|

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|---------|----|-------|----------------|
| CHICAGO | IL | 60653 | (312) 326-2000 |
|---------|----|-------|----------------|

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| CHICAGO | IL | 60653 | (312) 326-2000 |
|---------|----|-------|----------------|

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| CHICAGO | IL | 60616 | (312) 922-2777 |
|---------|----|-------|----------------|

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|---------|----|-------|----------------|
| CHICAGO | IL | 60616 | (312) 922-2777 |
|---------|----|-------|----------------|

| | | | |
|-----------|----|-------|----------------|
| MASCOUTAH | IL | 62258 | (618) 566-2183 |
|-----------|----|-------|----------------|

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|-------|----|-------|----------------|
| PARIS | IL | 61944 | (217) 465-5395 |
|-------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/07/2008

06/23/2008

06/03/2008

06/23/2008

03/07/2008

06/23/2008

06/18/2008

06/23/2008

05/30/2008

06/22/2008

05/30/2008

06/22/2008

06/09/2008

06/22/2008

06/20/2008

06/20/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health Pharmacy Service Deficiencies

Health Environmental Deficiencies

Health Environmental Deficiencies

Health Nutrition and Dietary Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Environmental Deficiencies

Health Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.

| | | |
|---|------------|---|
| Properly mark drugs and other similar products. | Pattern | Immediate jeopardy to resident health or safety |
| Provide needed housekeeping and maintenance. | Pattern | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Offer other nutritional food to each resident who will not eat the food served. | Widespread | Potential for minimal harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Use a registered nurse at least 8 hours a day, 7 days a week. | Widespread | Potential for minimal harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|-----------------------------|------------------------------|
| 145582 | ALDEN ESTATES OF NAPERVILLE | 1525 SOUTH OXFORD LANE |
| 145601 | AVISTON COUNTRYSIDE MANOR | 450 WEST 1ST STREET |
| 145937 | FAIRVIEW NURSING PLAZA | 321 ARNOLD AVENUE |
| 145967 | MCALLISTER NURSING & REHAB | 18300 S. LAVERGNE AVE |
| 145967 | MCALLISTER NURSING & REHAB | 18300 S. LAVERGNE AVE |
| 146045 | HELIA HEALTHCARE OF ENERGY | 210 EAST COLLEGE, PO BOX 519 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-------------|----|-------|----------------|
| NAPERVILLE | IL | 60565 | (630) 983-0300 |
| AVISTON | IL | 62216 | (618) 228-7615 |
| ROCKFORD | IL | 61108 | (815) 397-5531 |
| TINLEY PARK | IL | 60477 | (708) 798-2272 |
| TINLEY PARK | IL | 60477 | (708) 798-2272 |
| ENERGY | IL | 62933 | (618) 942-7014 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

05/20/2008

06/20/2008

05/21/2008

06/20/2008

06/03/2008

06/20/2008

06/19/2008

06/20/2008

06/19/2008

06/20/2008

05/27/2008

06/20/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| hours a day, 7 days a week. | | |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Immediate jeopardy to resident health or safety |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Immediate jeopardy to resident health or safety |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|------------------------------|---------------------------------|
| 146045 | HELIA HEALTHCARE OF ENERGY | 210 EAST COLLEGE, PO BOX 519 |
| 14A074 | ARBOUR HEALTH CARE CENTER | 1512 WEST FARGO |
| 145696 | NILES NSG & REHAB CTR | 9777 GREENWOOD |
| 145736 | ALDEN TOWN MANOR REHAB & HCC | 6120 WEST OGDEN |
| 145736 | ALDEN TOWN MANOR REHAB & HCC | 6120 WEST OGDEN |
| 145736 | ALDEN TOWN MANOR REHAB & HCC | 6120 WEST OGDEN |
| 145736 | ALDEN TOWN MANOR REHAB & HCC | 6120 WEST OGDEN |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---------|----|-------|----------------|
| ENERGY | IL | 62933 | (618) 942-7014 |
| CHICAGO | IL | 60626 | (773) 465-7751 |
| NILES | IL | 60714 | (847) 967-7000 |
| CICERO | IL | 60804 | (708) 863-0500 |
| CICERO | IL | 60804 | (708) 863-0500 |
| CICERO | IL | 60804 | (708) 863-0500 |
| CICERO | IL | 60804 | (708) 863-0500 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

05/27/2008

06/20/2008

06/12/2008

06/20/2008

06/19/2008

06/19/2008

02/06/2008

06/19/2008

02/06/2008

06/19/2008

05/02/2008

06/19/2008

05/02/2008

06/19/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Fire Safety

Smoking Regulations Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|------------|---|
| need to alter treatment significantly, or the resident must be transferred or discharged. | | |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| posted "No-smoking" signs in areas where smoking is not permitted or did not provide ashtrays where smoking was allowed. | Widespread | Immediate jeopardy to resident health or safety |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Pattern | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Let the resident or the resident's | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|-----------------------------------|-------------------------------|
| 145740 | ASTA CARE CENTER OF ELGIN | 134 NORTH MCLEAN BOULEVARD |
| 145927 | WINDMILL NURSING PAVILION | 16000 SOUTH WABASH |
| 146032 | FAIRVIEW NURSING CENTER | 602 EAST JACKSON |
| 145405 | WESTMONT NURSING AND REHAB CENTER | 6501 SOUTH CASS |
| 145700 | LEXINGTON OF CHICAGO RIDGE | 10300 SOUTHWEST HIGHWAY |
| 145758 | GLENWOOD HEALTHCARE & REHAB. | 19330 SOUTH COTTAGE GROVE |
| 145758 | GLENWOOD HEALTHCARE & REHAB. | 19330 SOUTH COTTAGE GROVE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

ELGIN IL 60121 (847) 742-8822

SOUTH HOLLAND IL 60473 (708) 339-0600

DU QUOIN IL 62832 (618) 542-3441

WESTMONT IL 60559 (630) 960-2026

CHICAGO RIDGE IL 60415 (708) 425-1100

GLENWOOD IL 60425 (708) 758-6200

GLENWOOD IL 60425 (708) 758-6200

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

05/08/2008

06/19/2008

06/02/2008

06/19/2008

06/05/2008

06/19/2008

05/29/2008

06/18/2008

06/03/2008

06/18/2008

06/03/2008

06/18/2008

06/03/2008

06/18/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| representative look at all records. | | harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |
| Make sure each resident has 1) at least one window to the outside in a room; 2) a room at or above ground level; 3) an adequate bed; 4) furniture that meets the resident's needs; or 5) enough closet space. | Pattern | Potential for minimal harm |
| Protect residents from mistreatment, neglect, and/or theft of personal property. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--------------------------------|------------------------|
| 14E888 | SHARON HEALTH CARE WILLOWS | 3520 NORTH ROCHELLE |
| 145221 | FAIRVIEW CARE CENTER OF JOLIET | 222 NORTH HAMMES |
| 145221 | FAIRVIEW CARE CENTER OF JOLIET | 222 NORTH HAMMES |
| 145039 | HEARTLAND OF PEORIA | 5600 GLEN ELM DRIVE |
| 145039 | HEARTLAND OF PEORIA | 5600 GLEN ELM DRIVE |
| 145039 | HEARTLAND OF PEORIA | 5600 GLEN ELM DRIVE |
| 145039 | HEARTLAND OF PEORIA | 5600 GLEN ELM DRIVE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|----|-------|----------------|
| PEORIA | IL | 61604 | (309) 688-0451 |
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|--------|----|-------|----------------|
| JOLIET | IL | 60435 | (815) 725-0443 |
|--------|----|-------|----------------|

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| JOLIET | IL | 60435 | (815) 725-0443 |
|--------|----|-------|----------------|

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|--------|----|-------|----------------|
| PEORIA | IL | 61614 | (309) 693-8777 |
|--------|----|-------|----------------|

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| PEORIA | IL | 61614 | (309) 693-8777 |
|--------|----|-------|----------------|

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|--------|----|-------|----------------|
| PEORIA | IL | 61614 | (309) 693-8777 |
|--------|----|-------|----------------|

| | | | |
|--------|----|-------|----------------|
| PEORIA | IL | 61614 | (309) 693-8777 |
|--------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

05/29/2008

06/18/2008

05/30/2008

06/17/2008

05/30/2008

06/17/2008

05/20/2008

06/16/2008

05/20/2008

06/16/2008

05/20/2008

06/16/2008

05/20/2008

06/16/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Pharmacy Service Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Keep each resident's personal and medical records private and confidential. Isolated

Minimal harm or potential for actual harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. Isolated

Minimal harm or potential for actual harm

Make sure that nurse aides show they have the skills to be able to care for residents. Isolated

Actual harm

Make sure that the nursing home area is free of dangers that cause accidents. Isolated

Immediate jeopardy to resident health or safety

Make sure that residents are safe from serious medication errors. Isolated

Minimal harm or potential for actual harm

Quickly tell the resident's doctor the results of lab tests. Isolated

Minimal harm or potential for actual harm

Give professional services that Isolated

Minimal harm or potential for actual

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|----------------------------------|--------------------------|
| 145417 | UNITED METHODIST VILLAGE, THE | 1616 CEDAR |
| 145581 | CAHOKIA NURSING & REHAB CENTER | 2 ANNABLE COURT |
| 145613 | ATRIUM HC & REHAB CTR OF CAHOKIA | 3354 JEROME LANE |
| 14E841 | DECATUR MANOR HEALTHCARE | 1016 WEST PERSHING ROAD |
| 145868 | ARLINGTON REHAB & LIVING CTR | 1666 CHECKER ROAD |
| 145482 | SHERIDAN SHORES CR & REHAB CTR | 5838 NORTH SHERIDAN ROAD |
| 145324 | RESURRECTION NSG & REHAB CTR | 1001 NORTH GREENWOOD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

LAWRENCEVILLE IL 62439 (618) 943-3347

CAHOKIA IL 62206 (618) 332-0114

CAHOKIA IL 62206 (618) 337-9400

DECATUR IL 62526 (217) 875-0833

LONG GROVE IL 60047 (847) 419-1111

CHICAGO IL 60660 (773) 769-2230

PARK RIDGE IL 60068 (847) 692-5600

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

06/16/2008

06/16/2008

05/28/2008

06/16/2008

06/16/2008

06/16/2008

05/22/2008

06/16/2008

05/27/2008

06/15/2008

04/04/2008

06/14/2008

05/14/2008

06/13/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| meet a professional standard of quality. | | harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Pattern | Potential for minimal harm |
| Keep all essential equipment working safely. | Pattern | Potential for minimal harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give each resident care and services to get or keep the | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|---|---|
| 145324 | RESURRECTION NSG & REHAB CTR | AVENUE 1001 NORTH GREENWOOD AVENUE |
| 145364 | CHAMPAIGN COUNTY NURSING HOME | 500 SOUTH ART BARTELL DRIVE |
| 145364 | CHAMPAIGN COUNTY NURSING HOME | 500 SOUTH ART BARTELL DRIVE |
| 145364 | CHAMPAIGN COUNTY NURSING HOME | 500 SOUTH ART BARTELL DRIVE |
| 145555 | EDWARDSVILLE NURSING & REHABILITATION CENTER | 401 ST MARY DRIVE |
| 145555 | EDWARDSVILLE NURSING & REHABILITATION | 401 ST MARY DRIVE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

PARK RIDGE IL 60068 (847) 692-5600

URBANA IL 61802 (217) 384-3784

URBANA IL 61802 (217) 384-3784

URBANA IL 61802 (217) 384-3784

EDWARDSVILLE IL 62025 (618) 692-1330

EDWARDSVILLE IL 62025 (618) 692-1330

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

05/14/2008

06/13/2008

03/19/2008

06/13/2008

04/17/2008

06/13/2008

04/17/2008

06/13/2008

06/02/2008

06/13/2008

06/02/2008

06/13/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Administration Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

highest quality of life possible.

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. Isolated

Minimal harm or potential for actual harm

Provide social services for related medical problems to help each resident achieve the highest possible quality of life. Isolated

Minimal harm or potential for actual harm

Let the resident refuse treatment or refuse to take part in an experiment. Isolated

Actual harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. Isolated

Minimal harm or potential for actual harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. Isolated

Minimal harm or potential for actual harm

Keep medical records for the Pattern

Potential for minimal harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| CENTER | | |
|--------|--|------------------------------|
| 145908 | AMBERWOOD CARE CENTER | 2313 NORTH ROCKTON AVENUE |
| 145135 | BURGIN MANOR OF OLNEY, INC. | 900 928 EAST SCOTT |
| 145135 | BURGIN MANOR OF OLNEY, INC. | 900 928 EAST SCOTT |
| 145275 | TIMBERCREEK REHAB & HEALTHCARE CENTER | 2220 STATE STREET |
| 145735 | BURNHAM HEALTHCARE | 14500 SOUTH MANISTEE |
| 145908 | AMBERWOOD CARE CENTER | 2313 NORTH ROCKTON AVENUE |
| 145021 | HEARTLAND OF MACOMB | 8 DOCTORS LANE |
| 145582 | ALDEN ESTATES OF NAPERVILLE | 1525 SOUTH OXFORD LANE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|------------|----|-------|----------------|
| ROCKFORD | IL | 61103 | (815) 964-2200 |
| OLNEY | IL | 62450 | (618) 395-1000 |
| OLNEY | IL | 62450 | (618) 395-1000 |
| PEKIN | IL | 61554 | (309) 347-1110 |
| BURNHAM | IL | 60633 | (708) 862-1260 |
| ROCKFORD | IL | 61103 | (815) 964-2200 |
| MACOMB | IL | 61455 | (309) 833-5555 |
| NAPERVILLE | IL | 60565 | (630) 983-0300 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

05/19/2008

06/13/2008

05/22/2008

06/12/2008

05/22/2008

06/12/2008

05/29/2008

06/12/2008

05/15/2008

06/12/2008

05/19/2008

06/12/2008

05/21/2008

06/11/2008

05/20/2008

06/11/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Environmental Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Resident Rights Deficiencies |
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| Health | Quality Care Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| length of time that is required. | | |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |
| Provide services to meet the needs and preferences of each resident. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|--------------------------------|--------------------------|
| 145685 | MOUNT VERNON COUNTRYSIDE MANOR | 606 EAST IL HWY 15 |
| 145070 | COURTYARD HEATLHCARE CENTER | 3601 SOUTH HARLEM AVENUE |
| 145070 | COURTYARD HEATLHCARE CENTER | 3601 SOUTH HARLEM AVENUE |
| 145070 | COURTYARD HEATLHCARE CENTER | 3601 SOUTH HARLEM AVENUE |
| 145070 | COURTYARD HEATLHCARE CENTER | 3601 SOUTH HARLEM AVENUE |
| 145070 | COURTYARD HEATLHCARE CENTER | 3601 SOUTH HARLEM AVENUE |
| 145070 | COURTYARD HEATLHCARE CENTER | 3601 SOUTH HARLEM AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------------|----|-------|----------------|
| MOUNT VERNON | IL | 62864 | (618) 242-1800 |
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|--------|----|-------|----------------|
| BERWYN | IL | 60402 | (708) 749-4160 |
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| BERWYN | IL | 60402 | (708) 749-4160 |
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| BERWYN | IL | 60402 | (708) 749-4160 |
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| BERWYN | IL | 60402 | (708) 749-4160 |
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| BERWYN | IL | 60402 | (708) 749-4160 |
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| BERWYN | IL | 60402 | (708) 749-4160 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/30/2008

06/11/2008

03/14/2008

06/10/2008

03/14/2008

06/10/2008

03/14/2008

06/10/2008

03/14/2008

06/10/2008

03/14/2008

06/10/2008

03/14/2008

06/10/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| highest quality of life possible. | | |
| Make a complete assessment that covers all questions for areas that are listed in official regulations. | Isolated | Minimal harm or potential for actual harm |
| Let each resident choose a personal doctor. | Pattern | Minimal harm or potential for actual harm |
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Make sure that each resident's nutritional needs were met. | Isolated | Actual harm |
| 1) Set up a group that is legally responsible for writing and setting up policies for leading and | Widespread | Immediate jeopardy to resident health or safety |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--------------------------------|--------------------------|
| 145160 | CAPITOL CARE CENTER | 555 WEST CARPENTER |
| 145338 | MANORCARE OF WESTMONT | 512 EAST OGDEN AVENUE |
| 145694 | ROSEWOOD CARE CENTER OF JOLIET | 3401 HENNEPIN DRIVE |
| 145694 | ROSEWOOD CARE CENTER OF JOLIET | 3401 HENNEPIN DRIVE |
| 145696 | NILES NSG & REHAB CTR | 9777 GREENWOOD |
| 145696 | NILES NSG & REHAB CTR | 9777 GREENWOOD |
| 145696 | NILES NSG & REHAB CTR | 9777 GREENWOOD |
| 145983 | RENAISSANCE AT 87TH STREET,THE | 2940 WEST 87TH STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

SPRINGFIELD IL 62702 (217) 525-1880

WESTMONT IL 60559 (630) 323-4400

JOLIET IL 60435 (815) 436-5900

JOLIET IL 60435 (815) 436-5900

NILES IL 60714 (847) 967-7000

NILES IL 60714 (847) 967-7000

NILES IL 60714 (847) 967-7000

CHICAGO IL 60652 (773) 434-8787

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

05/27/2008

06/10/2008

05/19/2008

06/10/2008

05/30/2008

06/10/2008

05/30/2008

06/10/2008

05/29/2008

06/10/2008

05/29/2008

06/10/2008

05/29/2008

06/10/2008

06/09/2008

06/10/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Nutrition and Dietary Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

running the nursing home; or 2)
hire a properly licensed
administrator.

Prepare food that is nutritional,
appetizing, tasty, attractive, well-
cooked, and at the right
temperature.

Pattern

Potential for minimal harm

Make sure that nurse aides show
they have the skills to be able to
care for residents.

Isolated

Minimal harm or potential for actual
harm

Provide services to meet the
needs and preferences of each
resident.

Isolated

Minimal harm or potential for actual
harm

Give professional services that
meet a professional standard of
quality.

Isolated

Minimal harm or potential for actual
harm

Make sure that the nursing home
area is free of dangers that cause
accidents.

Pattern

Immediate jeopardy to resident health or
safety

Be administered in a way that
leads to the highest possible level
of well being for each resident.

Widespread

Immediate jeopardy to resident health or
safety

Train all employees on what to do
in an emergency.

Widespread

Immediate jeopardy to resident health or
safety

Provide services to meet the
needs and preferences of each

Pattern

Minimal harm or potential for actual
harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | STREET |
|--------|--------------------------------|-----------------------|
| 145983 | RENAISSANCE AT 87TH STREET,THE | 2940 WEST 87TH STREET |
| 145316 | EMBASSY HEALTH CARE CENTER | 555 WEST KAHLER |
| 145316 | EMBASSY HEALTH CARE CENTER | 555 WEST KAHLER |
| 145685 | MOUNT VERNON COUNTRYSIDE MANOR | 606 EAST IL HWY 15 |
| 145651 | ROSEWOOD CARE CENTER OF ALTON | 3490 HUMBERT ROAD |
| 145671 | PROVIDENCE SOUTH HOLLAND | 16300 WAUSAU STREET |
| 145795 | TOWER HILL HEALTHCARE CENTER | 759 KANE STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---------|----|-------|----------------|
| CHICAGO | IL | 60652 | (773) 434-8787 |
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|------------|----|-------|----------------|
| WILMINGTON | IL | 60481 | (815) 476-2200 |
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| WILMINGTON | IL | 60481 | (815) 476-2200 |
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|--------------|----|-------|----------------|
| MOUNT VERNON | IL | 62864 | (618) 242-1800 |
|--------------|----|-------|----------------|

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| ALTON | IL | 62002 | (618) 465-2626 |
|-------|----|-------|----------------|

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| SOUTH HOLLAND | IL | 60473 | (708) 596-5500 |
|---------------|----|-------|----------------|

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| SOUTH ELGIN | IL | 60177 | (847) 697-3310 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

06/09/2008

06/10/2008

05/16/2008

06/09/2008

05/16/2008

06/09/2008

05/28/2008

06/08/2008

05/19/2008

06/06/2008

05/08/2008

06/06/2008

05/12/2008

06/06/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| needs and preferences of each resident. | | harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Have licensed, certified, or registered staff to give needed services. | Pattern | Potential for minimal harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|-----------|------------------------------|-----------------------------------|
| 145795 | TOWER HILL HEALTHCARE CENTER | 759 KANE STREET |
| 1.40E+178 | CRESTWOOD TERRACE | 13301 SOUTH CENTRAL AVENUE |
| 1.40E+178 | CRESTWOOD TERRACE | 13301 SOUTH CENTRAL AVENUE |
| 145087 | MANORCARE OF OAK LAWN WEST | 6300 WEST 95TH STREET |
| 145216 | LAKE FOREST HOSPITAL SNU | 660 NORTH WESTMORELAND ROAD |
| 145216 | LAKE FOREST HOSPITAL SNU | 660 NORTH WESTMORELAND ROAD |
| 145216 | LAKE FOREST HOSPITAL SNU | 660 NORTH WESTMORELAND |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| SOUTH ELGIN | IL | 60177 | (847) 697-3310 |
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| CRESTWOOD | IL | 60445 | (708) 597-5251 |
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| CRESTWOOD | IL | 60445 | (708) 597-5251 |
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|----------|----|-------|----------------|
| OAK LAWN | IL | 60453 | (708) 599-8800 |
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| LAKE FOREST | IL | 60045 | (847) 234-5600 |
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| LAKE FOREST | IL | 60045 | (847) 234-5600 |
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| LAKE FOREST | IL | 60045 | (847) 234-5600 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

05/12/2008

06/06/2008

05/12/2008

06/06/2008

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06/05/2008

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06/05/2008

05/06/2008

06/05/2008

05/06/2008

06/05/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

abuse, neglect or mistreatment of residents.

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|---|----------|---|
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

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| Give or get dental care for each resident. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

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|--|----------|---|
| Provide enough notice before discharging or transferring a resident. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

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|---|----------|-------------|
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
|---|----------|-------------|

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| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

| | | |
|--|----------|---|
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

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| Make sure that the nursing home area is free of dangers that cause | Isolated | Actual harm |
|--|----------|-------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

ROAD

145906 DIXON HEALTHCARE & REHAB CENTER 800 DIVISION STREET

145906 DIXON HEALTHCARE & REHAB CENTER 800 DIVISION STREET

145906 DIXON HEALTHCARE & REHAB CENTER 800 DIVISION STREET

145906 DIXON HEALTHCARE & REHAB CENTER 800 DIVISION STREET

145906 DIXON HEALTHCARE & REHAB CENTER 800 DIVISION STREET

146121 BENTON REHAB & HCC 1409 NORTH MAIN STREET, PO BOX 847

14E848 DECATUR REHAB & HEALTH CARE CENTER 136 SOUTH DIPPER LANE

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| DIXON | IL | 61021 | (815) 284-3393 |
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| DIXON | IL | 61021 | (815) 284-3393 |
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| DIXON | IL | 61021 | (815) 284-3393 |
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| DIXON | IL | 61021 | (815) 284-3393 |
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| DIXON | IL | 61021 | (815) 284-3393 |
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| BENTON | IL | 62812 | (618) 435-2712 |
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|---------|----|-------|----------------|
| DECATUR | IL | 62522 | (217) 428-7767 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

05/16/2008

06/04/2008

05/16/2008

06/04/2008

05/16/2008

06/04/2008

05/16/2008

06/04/2008

05/16/2008

06/04/2008

05/08/2008

06/04/2008

05/14/2008

06/04/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

accidents.

| | | |
|--|----------|-------------|
| Protect residents from mistreatment, neglect, and/or theft of personal property. | Isolated | Actual harm |
|--|----------|-------------|

| | | |
|---|----------|-------------|
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
|---|----------|-------------|

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| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. | Isolated | Actual harm |
|--|----------|-------------|

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| Have enough nurses to care for every resident in a way that maximizes the resident's well being. | Pattern | Minimal harm or potential for actual harm |
|--|---------|---|

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| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Pattern | Minimal harm or potential for actual harm |
|--|---------|---|

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|------------------------------|----------|---|
| Have enough outside airflow. | Isolated | Minimal harm or potential for actual harm |
|------------------------------|----------|---|

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| Make sure each resident has the right to choose activities, | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|-----------------------------------|----------------------------------|
| 145684 | MANORCARE OF HOMEWOOD | 940 MAPLE AVENUE |
| 145700 | LEXINGTON OF CHICAGO RIDGE | 10300 SOUTHWEST HIGHWAY |
| 145768 | LUTHERAN HOME, THE | 6901 NORTH GALENA ROAD |
| 146029 | FRANCISCAN VILLAGE | 1270 FRANCISCAN DRIVE |
| 145273 | JACKSONVILLE CNV CENTER | 1517 WEST WALNUT STREET |
| 145619 | ROSEWOOD CARE CENTER OF GALESBURG | 1250 WEST CARL SANDBURG DRIVE |
| 145384 | EDEN VILLAGE CARE CENTER | 400 SOUTH STATION ROAD |
| 145384 | EDEN VILLAGE CARE CENTER | 400 SOUTH STATION ROAD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

HOMEWOOD IL 60430 (708) 799-0244

CHICAGO RIDGE IL 60415 (708) 425-1100

PEORIA IL 61614 (309) 683-1264

LEMONT IL 60439 (630) 243-3406

JACKSONVILLE IL 62650 (217) 243-6451

GALESBURG IL 61401 (309) 344-5400

GLEN CARBON IL 62034 (618) 288-5014

GLEN CARBON IL 62034 (618) 288-5014

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

05/05/2008

06/03/2008

03/26/2008

06/03/2008

05/12/2008

06/03/2008

05/14/2008

06/03/2008

05/23/2008

06/02/2008

05/07/2008

06/02/2008

04/17/2008

05/31/2008

04/17/2008

05/31/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Assessment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

schedules and health care according to his or her interests, assessment, and plan of care.

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Immediate jeopardy to resident health or safety

Make sure that residents are safe from serious medication errors.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Make a complete assessment that covers all questions for areas that are listed in official regulations.

Isolated

Minimal harm or potential for actual harm

Develop a complete care plan that meets all of a resident's

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | ROAD |
|--------|--------------------------------------|------------------------|
| 145333 | WEST SUBURBAN NURSING & REHAB CENTER | 311 EDGEWATER DRIVE |
| 145413 | ASTA CARE CENTER OF TOLUCA | 101 EAST VIA GHIGLIERI |
| 145597 | PEKIN MANOR | 1520 EL CAMINO DRIVE |
| 145728 | MANOR COURT OF MARYVILLE | OFF STATE ROUTE 162 |
| 145728 | MANOR COURT OF MARYVILLE | OFF STATE ROUTE 162 |
| 145728 | MANOR COURT OF MARYVILLE | OFF STATE ROUTE 162 |
| 145728 | MANOR COURT OF MARYVILLE | OFF STATE ROUTE 162 |
| 145728 | MANOR COURT OF MARYVILLE | OFF STATE ROUTE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------------|----|-------|----------------|
| BLOOMINGDALE | IL | 60108 | (630) 894-7400 |
| TOLUCA | IL | 61369 | (815) 452-2367 |
| PEKIN | IL | 61554 | (309) 353-1099 |
| MARYVILLE | IL | 62062 | (618) 288-5999 |
| MARYVILLE | IL | 62062 | (618) 288-5999 |
| MARYVILLE | IL | 62062 | (618) 288-5999 |
| MARYVILLE | IL | 62062 | (618) 288-5999 |
| MARYVILLE | IL | 62062 | (618) 288-5999 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/30/2008

05/30/2008

05/13/2008

05/30/2008

05/01/2008

05/30/2008

05/16/2008

05/30/2008

05/16/2008

05/30/2008

05/16/2008

05/30/2008

05/16/2008

05/30/2008

05/16/2008

05/30/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health Environmental Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Resident Rights Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| that meets all of a resident's needs, with timetables and actions that can be measured. | | harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Provide services to meet the needs and preferences of each resident. | Pattern | Minimal harm or potential for actual harm |
| Provide social services for related medical problems to help each resident achieve the highest possible quality of life. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home | Pattern | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|-----------|------------------------------|------------------------------|
| 145728 | MANOR COURT OF MARYVILLE | OFF STATE ROUTE 162 |
| 146060 | FAITH CARE CENTER | 100 FAITH DRIVE |
| 145508 | HIGHLAND HEALTH CARE CENTER | 1450 26TH STREET |
| 145508 | HIGHLAND HEALTH CARE CENTER | 1450 26TH STREET |
| 145856 | ALL FAITH PAVILION | 3500 SOUTH GILES AVENUE |
| 145856 | ALL FAITH PAVILION | 3500 SOUTH GILES AVENUE |
| 145856 | ALL FAITH PAVILION | 3500 SOUTH GILES AVENUE |
| 1.40E+161 | SACRED HEART HOME | 1550 SOUTH ALBANY |
| 145758 | GLENWOOD HEALTHCARE & REHAB. | 19330 SOUTH COTTAGE GROVE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-----------|----|-------|----------------|
| MARYVILLE | IL | 62062 | (618) 288-5999 |
| HIGHLAND | IL | 62249 | (618) 654-4600 |
| HIGHLAND | IL | 62249 | (618) 654-2368 |
| HIGHLAND | IL | 62249 | (618) 654-2368 |
| CHICAGO | IL | 60653 | (312) 326-2000 |
| CHICAGO | IL | 60653 | (312) 326-2000 |
| CHICAGO | IL | 60653 | (312) 326-2000 |
| CHICAGO | IL | 60623 | (773) 277-6868 |
| GLENWOOD | IL | 60425 | (708) 758-6200 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

05/22/2008

05/30/2008

05/12/2008

05/28/2008

05/12/2008

05/28/2008

03/17/2008

05/28/2008

05/12/2008

05/28/2008

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05/14/2008

05/28/2008

05/16/2008

05/27/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | |
|--------|-------------------------------|
| Health | Environmental Deficiencies |
| Health | Pharmacy Service Deficiencies |
| Health | Resident Rights Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Administration Deficiencies |
| Health | Quality Care Deficiencies |
| Health | Mistreatment Deficiencies |
| Health | Environmental Deficiencies |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| Make sure that the nursing home area is free of dangers that cause accidents. | Pattern | Minimal harm or potential for actual harm |
| Make sure that residents are safe from serious medication errors. | Isolated | Actual harm |
| Provide services to meet the needs and preferences of each resident. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Follow all laws and professional standards. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|------------------------------------|------------------------------|
| | | COTTAGE GROVE |
| 145758 | GLENWOOD HEALTHCARE & REHAB. | 19330 SOUTH COTTAGE GROVE |
| 145758 | GLENWOOD HEALTHCARE & REHAB. | 19330 SOUTH COTTAGE GROVE |
| 145758 | GLENWOOD HEALTHCARE & REHAB. | 19330 SOUTH COTTAGE GROVE |
| 145914 | SOUTHPOINT NURSING & REHAB CENTER | 1010 WEST 95TH STREET |
| 14E848 | DECATUR REHAB & HEALTH CARE CENTER | 136 SOUTH DIPPER LANE |
| 145370 | SULLIVAN REHAB & HLTH CARE CTR | 11 HAWTHORNE STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| GLENWOOD | IL | 60425 | (708) 758-6200 |
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| GLENWOOD | IL | 60425 | (708) 758-6200 |
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| GLENWOOD | IL | 60425 | (708) 758-6200 |
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| CHICAGO | IL | 60643 | (773) 298-1177 |
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| DECATUR | IL | 62522 | (217) 428-7767 |
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| SULLIVAN | IL | 61951 | (217) 728-4327 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

05/16/2008

05/27/2008

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05/16/2008

05/27/2008

04/24/2008

05/27/2008

05/14/2008

05/25/2008

05/16/2008

05/23/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Resident Assessment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| area is free of dangers that cause accidents. | | harm |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary. | Pattern | Minimal harm or potential for actual harm |
| Make sure that residents receive treatment/services to continue to be able to care for themselves, unless a change is unavoidable. | Pattern | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Pattern | Minimal harm or potential for actual harm |
| Provide needed housekeeping and maintenance. | Pattern | Potential for minimal harm |
| post nurse staffing information. | Widespread | Potential for minimal harm |
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|--------------------------------|--------------------------|
| 145370 | SULLIVAN REHAB & HLTH CARE CTR | 11 HAWTHORNE STREET |
| 145380 | LUTHERAN CARE CENTER | 702 WEST CUMBERLAND |
| 145497 | THREE SPRINGS LODGE NURSING H | 161 THREE SPRINGS ROAD |
| 145928 | NORTH CHURCH NURSING & REHAB | 1021 NORTH CHURCH STREET |
| 145928 | NORTH CHURCH NURSING & REHAB | 1021 NORTH CHURCH STREET |
| 145928 | NORTH CHURCH NURSING & REHAB | 1021 NORTH CHURCH STREET |
| 145928 | NORTH CHURCH NURSING & REHAB | 1021 NORTH CHURCH STREET |
| 145928 | NORTH CHURCH NURSING & REHAB | 1021 NORTH CHURCH |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| SULLIVAN | IL | 61951 | (217) 728-4327 |
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| ALTAMONT | IL | 62411 | (618) 483-6136 |
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| CHESTER | IL | 62233 | (618) 826-3210 |
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| JACKSONVILLE | IL | 62650 | (217) 245-4174 |
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| JACKSONVILLE | IL | 62650 | (217) 245-4174 |
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| JACKSONVILLE | IL | 62650 | (217) 245-4174 |
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| JACKSONVILLE | IL | 62650 | (217) 245-4174 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

05/16/2008

05/23/2008

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05/23/2008

04/17/2008

05/23/2008

04/17/2008

05/23/2008

04/17/2008

05/23/2008

05/01/2008

05/23/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Provide needed housekeeping and maintenance. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | STREET |
|-----------|---------------------------------|---------------------------------|
| 145928 | NORTH CHURCH NURSING & REHAB | 1021 NORTH CHURCH STREET |
| 146088 | HELIA HEALTHCARE OF BENTON | 1310 MARK FRANKLIN LOUIS STREET |
| 1.40E+246 | CARE CENTER OF JACKSONVILLE | 1320 TENDICK, P O BOX 1115 |
| 1.40E+246 | CARE CENTER OF JACKSONVILLE | 1320 TENDICK, P O BOX 1115 |
| 1.40E+246 | CARE CENTER OF JACKSONVILLE | 1320 TENDICK, P O BOX 1115 |
| 14E812 | MOUNT VERNON HEALTH CARE CENTER | #5 DOCTORS PARK |
| 145004 | MANORCARE OF ELGIN | 180 SOUTH STATE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| JACKSONVILLE | IL | 62650 | (217) 245-4174 |
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| BENTON | IL | 62812 | (618) 439-3500 |
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| JACKSONVILLE | IL | 62650 | (217) 243-6405 |
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| JACKSONVILLE | IL | 62650 | (217) 243-6405 |
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| JACKSONVILLE | IL | 62650 | (217) 243-6405 |
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| MOUNT VERNON | IL | 62864 | (618) 242-1064 |
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| ELGIN | IL | 60123 | (847) 742-3110 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

05/01/2008

05/23/2008

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05/23/2008

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05/23/2008

05/12/2008

05/23/2008

05/05/2008

05/23/2008

05/01/2008

05/22/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|------------|---|
| services to get or keep the highest quality of life possible. | | harm |
| Make a complete assessment that covers all questions for areas that are listed in official regulations. | Isolated | Minimal harm or potential for actual harm |
| Provide needed housekeeping and maintenance. | Pattern | Potential for minimal harm |
| Protect each resident from all abuse, physical punishment, and being separated from others. | Pattern | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Widespread | Potential for minimal harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Provide services to meet the | Pattern | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

STREET

| | | |
|--------|-----------------------------------|------------------------------|
| 145004 | MANORCARE OF ELGIN | 180 SOUTH STATE STREET |
| 145004 | MANORCARE OF ELGIN | 180 SOUTH STATE STREET |
| 145004 | MANORCARE OF ELGIN | 180 SOUTH STATE STREET |
| 145439 | CHAMPAIGN URBANA REG REHAB CENTER | 302 WEST BURWASH |
| 14E390 | BAYSIDE TERRACE | 1100 SOUTH LEWIS AVENUE |
| 145650 | PALOS HILLS HEALTHCARE | 10426 SOUTH ROBERTS |
| 145650 | PALOS HILLS HEALTHCARE | 10426 SOUTH ROBERTS |
| 146037 | PLEASANT MEADOWS CHR VILLAGE | P O BOX 375 400 W WASHINGTON |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| ELGIN | IL | 60123 | (847) 742-3110 |
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| ELGIN | IL | 60123 | (847) 742-3110 |
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| ELGIN | IL | 60123 | (847) 742-3110 |
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| SAVOY | IL | 61874 | (217) 402-9700 |
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| WAUKEGAN | IL | 60085 | (847) 244-9099 |
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| PALOS HILLS | IL | 60465 | (708) 598-3460 |
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| PALOS HILLS | IL | 60465 | (708) 598-3460 |
|-------------|----|-------|----------------|

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|----------|----|-------|----------------|
| CHRISMAN | IL | 61924 | (217) 269-2396 |
|----------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

05/01/2008

05/22/2008

05/01/2008

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05/01/2008

05/22/2008

05/05/2008

05/22/2008

04/28/2008

05/22/2008

04/28/2008

05/21/2008

04/28/2008

05/21/2008

03/31/2008

05/21/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Environmental Deficiencies

Health Quality Care Deficiencies

Health Environmental Deficiencies

Health Quality Care Deficiencies

Health Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| needs and preferences of each resident. | | harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Make sure that each resident's nutritional needs were met. | Isolated | Minimal harm or potential for actual harm |
| Give each resident enough fluids to keep them healthy and prevent dehydration. | Pattern | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|------------------------------|---------------------------------|
| 146037 | PLEASANT MEADOWS CHR VILLAGE | P O BOX 375 400 W WASHINGTON |
| 146037 | PLEASANT MEADOWS CHR VILLAGE | P O BOX 375 400 W WASHINGTON |
| 146037 | PLEASANT MEADOWS CHR VILLAGE | P O BOX 375 400 W WASHINGTON |
| 145563 | PROVENA ST ANNE CENTER | 4405 HIGHCREST ROAD |
| 145563 | PROVENA ST ANNE CENTER | 4405 HIGHCREST ROAD |
| 145686 | MORTON TERRACE CARE CENTER | 191 EAST QUEENWOOD ROAD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

CHRISMAN IL 61924 (217) 269-2396

CHRISMAN IL 61924 (217) 269-2396

CHRISMAN IL 61924 (217) 269-2396

ROCKFORD IL 61107 (815) 229-1999

ROCKFORD IL 61107 (815) 229-1999

MORTON IL 61550 (309) 266-5331

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

05/21/2008

05/21/2008

05/21/2008

05/21/2008

05/21/2008

05/21/2008

05/16/2008

05/20/2008

05/16/2008

05/20/2008

03/20/2008

05/20/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Pharmacy Service Deficiencies

Health

Resident Assessment Deficiencies

Health

Pharmacy Service Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Immediate jeopardy to resident health or safety |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Immediate jeopardy to resident health or safety |
| Protect residents from mistreatment, neglect, and/or theft of personal property. | Isolated | Immediate jeopardy to resident health or safety |
| Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly. | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| 1) Make sure that residents who take drugs are not given too many doses or for too long; 2) | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-----------|----------------------------|-------------------------------|
| 145686 | MORTON TERRACE CARE CENTER | 191 EAST QUEENWOOD ROAD |
| 146068 | SUNNY ACRES NURSING HOME | 19130 SUNNY ACRES ROAD |
| 1.40E+178 | CRESTWOOD TERRACE | 13301 SOUTH CENTRAL AVENUE |
| 145307 | GROVE OF LA GRANGE PARK | 701 NORTH LAGRANGE ROAD |
| 145316 | EMBASSY HEALTH CARE CENTER | 555 WEST KAHLER |
| 145714 | OAK PARK HEALTHCARE CENTER | 625 NORTH HARLEM |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

MORTON IL 61550 (309) 266-5331

PETERSBURG IL 62675 (217) 632-2334

CRESTWOOD IL 60445 (708) 597-5251

LA GRANGE PARK IL 60526 (708) 354-7300

WILMINGTON IL 60481 (815) 476-2200

OAK PARK IL 60302 (708) 848-5966

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

05/02/2008

05/20/2008

05/05/2008

05/20/2008

05/12/2008

05/20/2008

05/02/2008

05/19/2008

04/28/2008

05/19/2008

04/23/2008

05/19/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is safe, easy to use, clean and comfortable.

Isolated

Minimal harm or potential for actual harm

Provide services to meet the needs and preferences of each resident.

Isolated

Minimal harm or potential for actual harm

1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Pattern

Potential for minimal harm

Make sure that the nursing home area is free of dangers that cause

Isolated

Immediate jeopardy to resident health or safety

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 146111 | GOLDEN GOOD SHEPHERD HOME | 101 PRAIRIE MILLS ROAD |
| 145563 | PROVENA ST ANNE CENTER | 4405 HIGHCREST ROAD |
| 145625 | CALIFORNIA GARDENS N & REHAB C | 2829 SOUTH CALIFORNIA BLVD |
| 145039 | HEARTLAND OF PEORIA | 5600 GLEN ELM DRIVE |
| 145039 | HEARTLAND OF PEORIA | 5600 GLEN ELM DRIVE |
| 145029 | PROVENA VILLA FRANCISCAN | 210 NORTH SPRINGFIELD AVENUE |
| 145029 | PROVENA VILLA FRANCISCAN | 210 NORTH SPRINGFIELD AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|----------|----|-------|----------------|
| GOLDEN | IL | 62339 | (217) 696-4421 |
| ROCKFORD | IL | 61107 | (815) 229-1999 |
| CHICAGO | IL | 60608 | (773) 847-8061 |
| PEORIA | IL | 61614 | (309) 693-8777 |
| PEORIA | IL | 61614 | (309) 693-8777 |
| JOLIET | IL | 60435 | (815) 725-3400 |
| JOLIET | IL | 60435 | (815) 725-3400 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

05/02/2008

05/19/2008

05/16/2008

05/18/2008

04/22/2008

05/18/2008

04/02/2008

05/17/2008

04/10/2008

05/17/2008

04/15/2008

05/16/2008

04/15/2008

05/16/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| accidents. | | |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Provide needed housekeeping and maintenance. | Pattern | Potential for minimal harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|-------------------------------|------------------------------------|
| 145029 | PROVENA VILLA FRANCISCAN | 210 NORTH SPRINGFIELD AVENUE |
| 145308 | MAPLEWOOD CARE | 50 NORTH JANE |
| 145308 | MAPLEWOOD CARE | 50 NORTH JANE |
| 145593 | MANORCARE OF LIBERTYVILLE | 1500 SOUTH MILWAUKEE AVENUE |
| 145602 | VILLAGE AT VICTORY LAKES, THE | 1055 EAST GRAND AVENUE |
| 145602 | VILLAGE AT VICTORY LAKES, THE | 1055 EAST GRAND AVENUE |
| 145614 | CHATEAU NRSG & REHAB CENTER | 7050 MADISON STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------------|----|-------|----------------|
| JOLIET | IL | 60435 | (815) 725-3400 |
| ELGIN | IL | 60123 | (847) 697-3750 |
| ELGIN | IL | 60123 | (847) 697-3750 |
| LIBERTYVILLE | IL | 60048 | (847) 816-3200 |
| LINDENHURST | IL | 60046 | (847) 356-5900 |
| LINDENHURST | IL | 60046 | (847) 356-5900 |
| WILLOWBROOK | IL | 60521 | (630) 323-6380 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/15/2008

05/16/2008

05/02/2008

05/16/2008

05/02/2008

05/16/2008

04/16/2008

05/16/2008

05/05/2008

05/16/2008

05/05/2008

05/16/2008

04/29/2008

05/16/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Environmental Deficiencies

Health Resident Assessment Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| Make sure that each resident's nutritional needs were met. | Isolated | Actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Provide needed housekeeping and maintenance. | Widespread | Potential for minimal harm |
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|--------------------------------|------------------------------|
| 145728 | MANOR COURT OF MARYVILLE | OFF STATE ROUTE 162 |
| 145728 | MANOR COURT OF MARYVILLE | OFF STATE ROUTE 162 |
| 145728 | MANOR COURT OF MARYVILLE | OFF STATE ROUTE 162 |
| 145728 | MANOR COURT OF MARYVILLE | OFF STATE ROUTE 162 |
| 145735 | BURNHAM HEALTHCARE | 14500 SOUTH MANISTEE |
| 145908 | AMBERWOOD CARE CENTER | 2313 NORTH ROCKTON AVENUE |
| 145221 | FAIRVIEW CARE CENTER OF JOLIET | 222 NORTH HAMMES |
| 145312 | NORTHWOODS CARE CENTRE | 2250 PEARL STREET |
| 145597 | PEKIN MANOR | 1520 EL CAMINO DRIVE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

MARYVILLE IL 62062 (618) 288-5999

BURNHAM IL 60633 (708) 862-1260

ROCKFORD IL 61103 (815) 964-2200

JOLIET IL 60435 (815) 725-0443

BELVIDERE IL 61008 (815) 544-0358

PEKIN IL 61554 (309) 353-1099

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/30/2008

05/16/2008

04/30/2008

05/16/2008

04/30/2008

05/16/2008

05/16/2008

05/16/2008

05/15/2008

05/16/2008

05/01/2008

05/16/2008

05/01/2008

05/15/2008

05/12/2008

05/15/2008

05/01/2008

05/15/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Provide services to meet the needs and preferences of each resident. | Pattern | Minimal harm or potential for actual harm |
| Hire a qualified activities director. | Pattern | Potential for minimal harm |
| Provide needed housekeeping and maintenance. | Pattern | Potential for minimal harm |
| Properly mark drugs and other similar products. | Pattern | Potential for minimal harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Try to resolve each resident's complaints quickly. | Isolated | Minimal harm or potential for actual harm |
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145600 | HEARTLAND OF CANTON | 2081 NORTH MAIN STREET |
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| 145769 | FRIENDSHIP HOME | 826 NORTH HIGH |
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| 146036 | SHAWNEE CHRISTIAN NURSING CTR | 1901 13TH STREET |
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| 145600 | HEARTLAND OF CANTON | 2081 NORTH MAIN STREET |
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| 145600 | HEARTLAND OF CANTON | 2081 NORTH MAIN STREET |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|----|-------|----------------|
| CANTON | IL | 61520 | (309) 647-6135 |
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| CARLINVILLE | IL | 62626 | (217) 854-9606 |
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|--------|----|-------|----------------|
| HERRIN | IL | 62948 | (618) 942-7391 |
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|--------|----|-------|----------------|
| CANTON | IL | 61520 | (309) 647-6135 |
|--------|----|-------|----------------|

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| CANTON | IL | 61520 | (309) 647-6135 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/14/2008

05/15/2008

04/30/2008

05/15/2008

04/29/2008

05/15/2008

04/14/2008

05/14/2008

04/14/2008

05/14/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| resident's family or representative; or 3) check and update the care plan. | | |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Provide enough notice before discharging or transferring a resident. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

145858 ELMWOOD NURSING & REHAB CENTER 152 WILMA DRIVE

146084 PLEASANT VIEW REHAB & HCC 500 NORTH JACKSON STREET

145394 HERITAGE MANOR-LASALLE 1445 CHARTRES STREET

145394 HERITAGE MANOR-LASALLE 1445 CHARTRES STREET

145394 HERITAGE MANOR-LASALLE 1445 CHARTRES STREET

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-----------|----|-------|----------------|
| MARYVILLE | IL | 62062 | (618) 344-7750 |
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|----------|----|-------|----------------|
| MORRISON | IL | 61270 | (815) 772-7288 |
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| LA SALLE | IL | 61301 | (815) 223-4700 |
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| LA SALLE | IL | 61301 | (815) 223-4700 |
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| LA SALLE | IL | 61301 | (815) 223-4700 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/24/2008

05/14/2008

04/22/2008

05/13/2008

04/23/2008

05/12/2008

04/23/2008

05/12/2008

04/23/2008

05/12/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

accidents.

1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.

Pattern

Actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Immediate jeopardy to resident health or safety

Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.

Isolated

Immediate jeopardy to resident health or safety

Have a program to keep infection from spreading.

Pattern

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--------------------------------|-----------------------------|
| 145769 | FRIENDSHIP HOME | 826 NORTH HIGH |
| 145847 | STEARNS NURSING & REHAB CENTER | 3900 STEARNS AVENUE |
| 145856 | ALL FAITH PAVILION | 3500 SOUTH GILES AVENUE |
| 145856 | ALL FAITH PAVILION | 3500 SOUTH GILES AVENUE |
| 145850 | CEDAR POINTE REHAB & NURSING | 5825 WEST CERMAK ROAD |
| 145197 | CONCORD NURSING & REHAB CENTER | 9401 SOUTH RIDGELAND AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

CARLINVILLE IL 62626 (217) 854-9606

GRANITE CITY IL 62040 (618) 931-3900

CHICAGO IL 60653 (312) 326-2000

CHICAGO IL 60653 (312) 326-2000

CICERO IL 60804 (708) 656-9120

OAK LAWN IL 60453 (708) 599-6700

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/30/2008

05/12/2008

04/17/2008

05/12/2008

03/07/2008

05/12/2008

03/17/2008

05/12/2008

04/03/2008

05/10/2008

04/16/2008

05/09/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

need to alter treatment

significantly, or the resident must be transferred or discharged.

Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.

Isolated

Minimal harm or potential for actual harm

Keep safe, clean and homelike surroundings.

Pattern

Potential for minimal harm

1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.

Isolated

Minimal harm or potential for actual harm

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Actual harm

Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--|--------------------------------|
| 145420 | BRIDGEWAY CHRISTIAN VILLAGE REHAB & SNF | 111 EAST WASHINGTON |
| 145593 | MANORCARE OF LIBERTYVILLE | 1500 SOUTH MILWAUKEE AVENUE |

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| 145593 | MANORCARE OF LIBERTYVILLE | 1500 SOUTH MILWAUKEE AVENUE |
|--------|---------------------------|--------------------------------|

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|--------|-------------|-------------------------|
| 145597 | PEKIN MANOR | 1520 EL CAMINO DRIVE |
|--------|-------------|-------------------------|

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|--------|-------------------|--------------------------|
| 145668 | LINCOLN HOME, THE | 150 NORTH 27TH STREET |
|--------|-------------------|--------------------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-------------|----|-------|----------------|
| BENSENVILLE | IL | 60106 | (630) 766-5800 |
|-------------|----|-------|----------------|

| | | | |
|--------------|----|-------|----------------|
| LIBERTYVILLE | IL | 60048 | (847) 816-3200 |
|--------------|----|-------|----------------|

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| LIBERTYVILLE | IL | 60048 | (847) 816-3200 |
|--------------|----|-------|----------------|

| | | | |
|-------|----|-------|----------------|
| PEKIN | IL | 61554 | (309) 353-1099 |
|-------|----|-------|----------------|

| | | | |
|------------|----|-------|----------------|
| BELLEVILLE | IL | 62226 | (618) 235-6600 |
|------------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/14/2008

05/09/2008

04/16/2008

05/09/2008

04/16/2008

05/09/2008

05/01/2008

05/09/2008

04/03/2008

05/09/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for; or 2) how to apply for Medicaid, along with the names and addresses of State groups that can help. | Isolated | Minimal harm or potential for actual harm |
| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|---------------------------------|-------------------------|
| 145678 | LEXINGTON OF SCHAUMBURG | 675 SOUTH ROSELLE ROAD |
| 145714 | OAK PARK HEALTHCARE CENTER | 625 NORTH HARLEM |
| 145828 | AVENUE CARE NURSING & REHAB CTR | 4505 SOUTH DREXEL |
| 145858 | ELMWOOD NURSING & REHAB CENTER | 152 WILMA DRIVE |
| 145858 | ELMWOOD NURSING & REHAB CENTER | 152 WILMA DRIVE |
| 145858 | ELMWOOD NURSING & REHAB CENTER | 152 WILMA DRIVE |
| 145893 | MANORCARE OF PALOS HEIGHTS WEST | 11860 SOUTHWEST HIGHWAY |
| 145893 | MANORCARE OF PALOS HEIGHTS WEST | 11860 SOUTHWEST HIGHWAY |
| 146097 | EL PASO HEALTH CARE CENTER | 850 EAST SECOND STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---------------|----|-------|----------------|
| SCHAUMBURG | IL | 60193 | (847) 352-5500 |
| OAK PARK | IL | 60302 | (708) 848-5966 |
| CHICAGO | IL | 60653 | (773) 285-0550 |
| MARYVILLE | IL | 62062 | (618) 344-7750 |
| MARYVILLE | IL | 62062 | (618) 344-7750 |
| MARYVILLE | IL | 62062 | (618) 344-7750 |
| PALOS HEIGHTS | IL | 60463 | (708) 361-4555 |
| PALOS HEIGHTS | IL | 60463 | (708) 361-4555 |
| EL PASO | IL | 61738 | (309) 527-2700 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/25/2008

05/09/2008

04/08/2008

05/09/2008

04/23/2008

05/09/2008

04/24/2008

05/09/2008

04/24/2008

05/09/2008

04/24/2008

05/09/2008

04/28/2008

05/09/2008

04/28/2008

05/09/2008

04/30/2008

05/09/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health Quality Care Deficiencies

Health Nutrition and Dietary Deficiencies

Health Quality Care Deficiencies

Health Mistreatment Deficiencies

Health Administration Deficiencies

Health Mistreatment Deficiencies

Health Environmental Deficiencies

Health Pharmacy Service Deficiencies

Health Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|------------|---|
| suctioning, respiratory care, foot care, and prostheses. | | |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents are well nourished. | Widespread | Potential for minimal harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Pattern | Actual harm |
| Follow all laws and professional standards. | Pattern | Actual harm |
| Protect each resident from all abuse, physical punishment, and being separated from others. | Pattern | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents are safe from serious medication errors. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

STREET

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|--------|-------------------------------|---------------------------------|
| 146097 | EL PASO HEALTH CARE CENTER | 850 EAST SECOND STREET |
| 146115 | NEW ATHENS HOME FOR THE AGED | 203 SOUTH JOHNSON STREET |
| 145433 | PROVENA PINE VIEW CARE CENTER | 611 ALLEN LANE |
| 145497 | THREE SPRINGS LODGE NURSING H | 161 THREE SPRINGS ROAD |
| 145497 | THREE SPRINGS LODGE NURSING H | 161 THREE SPRINGS ROAD |
| 145674 | LEROY MANOR | 509 SOUTH BUCK ROAD, PO BOX 149 |
| 145674 | LEROY MANOR | 509 SOUTH BUCK ROAD, PO BOX 149 |
| 145674 | LEROY MANOR | 509 SOUTH BUCK |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|------------|----|-------|----------------|
| EL PASO | IL | 61738 | (309) 527-2700 |
| NEW ATHENS | IL | 62264 | (618) 475-2550 |
| ST CHARLES | IL | 60174 | (630) 377-2211 |
| CHESTER | IL | 62233 | (618) 826-3210 |
| CHESTER | IL | 62233 | (618) 826-3210 |
| LE ROY | IL | 61752 | (309) 962-5000 |
| LE ROY | IL | 61752 | (309) 962-5000 |
| LE ROY | IL | 61752 | (309) 962-5000 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/30/2008

05/09/2008

05/06/2008

05/09/2008

04/25/2008

05/07/2008

05/06/2008

05/07/2008

05/06/2008

05/07/2008

02/15/2008

05/07/2008

03/14/2008

05/07/2008

03/14/2008

05/07/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| meet a professional standard of quality. | | harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Make sure that a working call system is available in each resident's room or bathroom and bathing area. | Pattern | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Hire nurse aides who have completed required training and shown that they are skilled. | Isolated | Minimal harm or potential for actual harm |
| Hire nurse aides who have shown that they are skilled and care for residents safely on-the-job. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Protect each resident from all abuse, physical punishment, and being separated from others. | Isolated | Actual harm |
| 1) Hire only people who have no | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--------------------------------------|---------------------------------|
| 145674 | LEROY MANOR | 509 SOUTH BUCK ROAD, PO BOX 149 |
| 145674 | LEROY MANOR | 509 SOUTH BUCK ROAD, PO BOX 149 |
| 145970 | WINDSOR PARK NURSING & LIVING CENTER | 2649 EAST 75TH ST |
| 145970 | WINDSOR PARK NURSING & LIVING CENTER | 2649 EAST 75TH ST |
| 145429 | ALDEN WENTWORTH REHAB & HCC | 201 WEST 69TH STREET |
| 145429 | ALDEN WENTWORTH REHAB & HCC | 201 WEST 69TH STREET |
| 146011 | ROBINGS MANOR REHAB & HEALTH CARE | 502 NORTH MAIN |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|----------|----|-------|----------------|
| LE ROY | IL | 61752 | (309) 962-5000 |
| LE ROY | IL | 61752 | (309) 962-5000 |
| CHICAGO | IL | 60649 | (773) 356-9300 |
| CHICAGO | IL | 60649 | (773) 356-9300 |
| CHICAGO | IL | 60621 | (773) 487-1200 |
| CHICAGO | IL | 60621 | (773) 487-1200 |
| BRIGHTON | IL | 62012 | (618) 372-3232 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/16/2008

05/07/2008

04/11/2008

05/07/2008

04/11/2008

05/07/2008

04/15/2008

05/06/2008

04/15/2008

05/06/2008

05/05/2008

05/06/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Provide services to meet the needs and preferences of each resident. | Isolated | Minimal harm or potential for actual harm |
| Provide social services for related medical problems to help each resident achieve the highest possible quality of life. | Isolated | Minimal harm or potential for actual harm |
| Provide services to meet the needs and preferences of each resident. | Isolated | Minimal harm or potential for actual harm |
| Make sure that each resident's nutritional needs were met. | Isolated | Minimal harm or potential for actual harm |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Pattern | Potential for minimal harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|--------------------------------|---------------------------------|
| 14E847 | SPRINGFIELD CARE CENTER | 525 SO MARTIN LUTHER KING DR |
| 14E847 | SPRINGFIELD CARE CENTER | 525 SO MARTIN LUTHER KING DR |
| 146041 | EAST MOLINE NURSING & REHAB | 430 SOUTH 30TH AVENUE |
| 145901 | LEMONT NURSING & REHAB CENTER | 12450 WALKER ROAD |
| 145901 | LEMONT NURSING & REHAB CENTER | 12450 WALKER ROAD |
| 145910 | CALHOUN NURSING & REHAB CENTER | #1 MYRTLE LANE |
| 145910 | CALHOUN NURSING & REHAB CENTER | #1 MYRTLE LANE |
| 145680 | ROSEWOOD CARE CENTER OF MOLINE | 7300 34TH AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

SPRINGFIELD IL 62703 (217) 789-1680

SPRINGFIELD IL 62703 (217) 789-1680

EAST MOLINE IL 61244 (309) 755-3466

LEMONT IL 60439 (630) 243-0400

LEMONT IL 60439 (630) 243-0400

HARDIN IL 62047 (618) 576-2278

HARDIN IL 62047 (618) 576-2278

MOLINE IL 61265 (309) 792-5940

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

05/06/2008

05/06/2008

05/06/2008

05/06/2008

04/24/2008

05/05/2008

04/04/2008

05/04/2008

04/04/2008

05/04/2008

04/18/2008

05/04/2008

04/18/2008

05/04/2008

04/28/2008

05/03/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| Keep safe, clean and homelike surroundings. | Pattern | Potential for minimal harm |
| Make sure there is a program to prevent/deal with mice, insects, or other pests. | Pattern | Potential for minimal harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Give professional services that follow each resident's written care plan. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Immediately tell the resident, | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145680 | ROSEWOOD CARE CENTER OF MOLINE | 7300 34TH AVENUE |
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| 145006 | AURORA REHAB & LIVING CENTER | 1601 NORTH FARNSWORTH AVENUE |
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| 145437 | COLONIAL HALL CARE CENTER | 515 BUREAU VALLEY PARKWAY |
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| 145437 | COLONIAL HALL CARE CENTER | 515 BUREAU VALLEY |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|----|-------|----------------|
| MOLINE | IL | 61265 | (309) 792-5940 |
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|--------|----|-------|----------------|
| AURORA | IL | 60505 | (630) 898-1180 |
|--------|----|-------|----------------|

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|-----------|----|-------|----------------|
| PRINCETON | IL | 61356 | (815) 875-3347 |
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| PRINCETON | IL | 61356 | (815) 875-3347 |
|-----------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/28/2008

05/03/2008

04/10/2008

05/02/2008

04/03/2008

05/02/2008

04/03/2008

05/02/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

doctor, and a family member if:
the resident is injured, there is a
major change in resident's
physical/mental health, there is a
need to alter treatment
significantly, or the resident must
be transferred or discharged.

harm

1) Hire only people who have no
legal history of abusing,
neglecting or mistreating
residents; or 2) report and
investigate any acts or reports of
abuse, neglect or mistreatment of
residents.

Isolated

Minimal harm or potential for actual
harm

Give each resident care and
services to get or keep the
highest quality of life possible.

Isolated

Minimal harm or potential for actual
harm

Immediately tell the resident,
doctor, and a family member if:
the resident is injured, there is a
major change in resident's
physical/mental health, there is a
need to alter treatment
significantly, or the resident must
be transferred or discharged.

Isolated

Minimal harm or potential for actual
harm

Make sure that the nursing home

Isolated

Actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| | | PARKWAY |
| 145437 | COLONIAL HALL CARE CENTER | 515 BUREAU VALLEY PARKWAY |
| 145438 | COLLINSVILLE REHABILITATION & HEALTH CARE CENTER | 614 NORTH SUMMIT |
| 145199 | MANORCARE OF ARLINGTON HEIGHTS | 715 WEST CENTRAL ROAD |
| 145199 | MANORCARE OF ARLINGTON HEIGHTS | 715 WEST CENTRAL ROAD |
| 145222 | WOODSTOCK RESIDENCE | 309 MCHENRY AVENUE |
| 145222 | WOODSTOCK RESIDENCE | 309 MCHENRY |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| PRINCETON | IL | 61356 | (815) 875-3347 |
| COLLINSVILLE | IL | 62234 | (618) 344-8476 |
| ARLINGTON HTS | IL | 60005 | (847) 392-2020 |
| ARLINGTON HTS | IL | 60005 | (847) 392-2020 |
| WOODSTOCK | IL | 60098 | (815) 338-1700 |
| WOODSTOCK | IL | 60098 | (815) 338-1700 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/03/2008

05/02/2008

02/08/2008

05/02/2008

04/02/2008

05/01/2008

04/02/2008

05/01/2008

04/07/2008

05/01/2008

04/07/2008

05/01/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| area is free of dangers that cause accidents. | | |
| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. | Isolated | Actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Pattern | Immediate jeopardy to resident health or safety |
| Keep each resident free from | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| | | AVENUE |
| 145222 | WOODSTOCK RESIDENCE | 309 MCHENRY AVENUE |
| 145222 | WOODSTOCK RESIDENCE | 309 MCHENRY AVENUE |
| 145222 | WOODSTOCK RESIDENCE | 309 MCHENRY AVENUE |
| 145222 | WOODSTOCK RESIDENCE | 309 MCHENRY AVENUE |
| 145222 | WOODSTOCK RESIDENCE | 309 MCHENRY AVENUE |
| 145222 | WOODSTOCK RESIDENCE | 309 MCHENRY AVENUE |
| 145222 | WOODSTOCK RESIDENCE | 309 MCHENRY AVENUE |
| 145244 | LAKE SHORE HLTHCARE &REHAB CTR | 7200 NORTH SHERIDAN ROAD |
| 145419 | ELMWOOD NURSING | 7733 WEST GRAND AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| WOODSTOCK | IL | 60098 | (815) 338-1700 |
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| WOODSTOCK | IL | 60098 | (815) 338-1700 |
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| WOODSTOCK | IL | 60098 | (815) 338-1700 |
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| WOODSTOCK | IL | 60098 | (815) 338-1700 |
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| WOODSTOCK | IL | 60098 | (815) 338-1700 |
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| WOODSTOCK | IL | 60098 | (815) 338-1700 |
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| WOODSTOCK | IL | 60098 | (815) 338-1700 |
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| CHICAGO | IL | 60626 | (773) 973-7200 |
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| ELMWOOD PARK | IL | 60707 | (708) 452-9200 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/07/2008

05/01/2008

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05/01/2008

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04/07/2008

05/01/2008

04/29/2008

05/01/2008

04/10/2008

05/01/2008

04/03/2008

05/01/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health Mistreatment Deficiencies

Health Mistreatment Deficiencies

Health Quality Care Deficiencies

Health Administration Deficiencies

Health Administration Deficiencies

Health Administration Deficiencies

Health Quality Care Deficiencies

Health Nutrition and Dietary Deficiencies

Health Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| drugs that restrain them, unless needed for medical treatment. | | |
| Protect each resident from all abuse, physical punishment, and being separated from others. | Pattern | Immediate jeopardy to resident health or safety |
| Protect residents from mistreatment, neglect, and/or theft of personal property. | Pattern | Immediate jeopardy to resident health or safety |
| Give each resident care and services to get or keep the highest quality of life possible. | Pattern | Immediate jeopardy to resident health or safety |
| Be administered in a way that leads to the highest possible level of well being for each resident. | Widespread | Immediate jeopardy to resident health or safety |
| Follow all laws and professional standards. | Pattern | Actual harm |
| Keep accurate and appropriate medical records. | Pattern | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents are well nourished. | Pattern | Potential for minimal harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145419 | ELMWOOD NURSING | 7733 WEST GRAND AVENUE |
| 145655 | V I P MANOR | 393 EDWARDSVILLE ROAD |
| 145726 | TIMBER POINT HEALTHCARE CENTER | 205 EAST SPRING STREET |
| 145726 | TIMBER POINT HEALTHCARE CENTER | 205 EAST SPRING STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------------|----|-------|----------------|
| ELMWOOD PARK | IL | 60707 | (708) 452-9200 |
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| WOOD RIVER | IL | 62095 | (618) 259-4111 |
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| CAMP POINT | IL | 62320 | (217) 593-7734 |
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| CAMP POINT | IL | 62320 | (217) 593-7734 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/03/2008

05/01/2008

04/30/2008

05/01/2008

04/10/2008

05/01/2008

04/10/2008

05/01/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.

Isolated

Minimal harm or potential for actual harm

Make sure that residents are safe from serious medication errors.

Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|--------------------------------|-------------------------------|
| 145482 | SHERIDAN SHORES CR & REHAB CTR | 5838 NORTH SHERIDAN ROAD |
| 145482 | SHERIDAN SHORES CR & REHAB CTR | 5838 NORTH SHERIDAN ROAD |
| 145939 | WATERFRONT TERRACE | 7750 SOUTH SHORE DRIVE |
| 145625 | CALIFORNIA GARDENS N & REHAB C | 2829 SOUTH CALIFORNIA BLVD |
| 146036 | SHAWNEE CHRISTIAN NURSING CTR | 1901 13TH STREET |
| 14E341 | ROCHELLE GARDENS CARE CENTER | 1021 CARON ROAD |
| 145219 | BURGESS SQUARE HEALTHCARE CTR | 5801 SOUTH CASS AVENUE |
| 145625 | CALIFORNIA GARDENS N & REHAB C | 2829 SOUTH CALIFORNIA BLVD |
| 145625 | CALIFORNIA GARDENS N & REHAB C | 2829 SOUTH CALIFORNIA BLVD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

CHICAGO IL 60660 (773) 769-2230

CHICAGO IL 60660 (773) 769-2230

CHICAGO IL 60649 (773) 731-4200

CHICAGO IL 60608 (773) 847-8061

HERRIN IL 62948 (618) 942-7391

ROCHELLE IL 61068 (815) 562-4047

WESTMONT IL 60559 (630) 971-2645

CHICAGO IL 60608 (773) 847-8061

CHICAGO IL 60608 (773) 847-8061

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/04/2008 04/30/2008

04/04/2008 04/30/2008

04/11/2008 04/30/2008

04/22/2008 04/28/2008

04/02/2008 04/28/2008

04/23/2008 04/28/2008

03/31/2008 04/25/2008

04/22/2008 04/25/2008

04/22/2008 04/25/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Pharmacy Service Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Make sure that residents are safe from serious medication errors. | Isolated | Minimal harm or potential for actual harm |
| Properly mark drugs and other similar products. | Isolated | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
| Give or get special rehabilitation if in the patient's plan of care. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Protect residents from mistreatment, neglect, and/or theft of personal property. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 146079 | HELIA HEALTHCARE OF CARBONDALE | 500 SOUTH LEWIS LANE |
| 146079 | HELIA HEALTHCARE OF CARBONDALE | 500 SOUTH LEWIS LANE |
| 146079 | HELIA HEALTHCARE OF CARBONDALE | 500 SOUTH LEWIS LANE |
| 146116 | LA SALLE COUNTY NURSING HOME | 1380 NORTH 27TH ROAD |
| 146116 | LA SALLE COUNTY NURSING HOME | 1380 NORTH 27TH ROAD |
| 146116 | LA SALLE COUNTY NURSING HOME | 1380 NORTH 27TH ROAD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| CARBONDALE | IL | 62901 | (618) 529-5355 |
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| CARBONDALE | IL | 62901 | (618) 529-5355 |
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| CARBONDALE | IL | 62901 | (618) 529-5355 |
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| OTTAWA | IL | 61350 | (815) 433-0476 |
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| OTTAWA | IL | 61350 | (815) 433-0476 |
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| OTTAWA | IL | 61350 | (815) 433-0476 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/09/2008

04/25/2008

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04/08/2008

04/25/2008

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04/25/2008

04/08/2008

04/25/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| highest quality of life possible. | | |
| 1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents are safe from serious medication errors. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 146116 | LA SALLE COUNTY NURSING HOME | 1380 NORTH 27TH ROAD |
| 145518 | MAR KA NURSING HOME | 201 SOUTH 10TH STREET |
| 145668 | LINCOLN HOME, THE | 150 NORTH 27TH STREET |
| 145584 | PALM TERRACE OF MATTOON | 1000 PALM |
| 146026 | LEWIS MEMORIAL CHRISTIAN VLG | 3400 WEST WASHINGTON |
| 146026 | LEWIS MEMORIAL CHRISTIAN VLG | 3400 WEST |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| OTTAWA | IL | 61350 | (815) 433-0476 |
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| MASCOUTAH | IL | 62258 | (618) 566-8000 |
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| BELLEVILLE | IL | 62226 | (618) 235-6600 |
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| MATTOON | IL | 61938 | (217) 234-7403 |
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| SPRINGFIELD | IL | 62702 | (217) 787-9600 |
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| SPRINGFIELD | IL | 62702 | (217) 787-9600 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/08/2008

04/25/2008

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04/24/2008

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04/24/2008

04/22/2008

04/23/2008

04/04/2008

04/23/2008

04/04/2008

04/23/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Assessment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| quality. | | |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Provide care in a way that keeps or builds each resident's dignity and self respect. | Pattern | Potential for minimal harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| | | WASHINGTON |
| 146026 | LEWIS MEMORIAL CHRISTIAN VLG | 3400 WEST WASHINGTON |
| 146026 | LEWIS MEMORIAL CHRISTIAN VLG | 3400 WEST WASHINGTON |
| 146066 | ALPINE FIRESIDE HEALTH CENTER | 3650 NORTH ALPINE ROAD |
| 145372 | DEERBROOK CARE CENTRE | 306 NORTH LARKIN AVENUE |
| 145476 | OREGON HEALTHCARE CENTER | 811 SOUTH 10TH STREET |
| 145476 | OREGON HEALTHCARE CENTER | 811 SOUTH 10TH STREET |
| 145476 | OREGON HEALTHCARE CENTER | 811 SOUTH 10TH STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| SPRINGFIELD | IL | 62702 | (217) 787-9600 |
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| SPRINGFIELD | IL | 62702 | (217) 787-9600 |
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| LOVES PARK | IL | 61111 | (815) 877-7408 |
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| JOLIET | IL | 60435 | (815) 744-5560 |
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| OREGON | IL | 61061 | (815) 732-7994 |
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| OREGON | IL | 61061 | (815) 732-7994 |
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| OREGON | IL | 61061 | (815) 732-7994 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/04/2008

04/23/2008

04/04/2008

04/23/2008

04/03/2008

04/23/2008

04/02/2008

04/22/2008

04/04/2008

04/22/2008

04/04/2008

04/22/2008

04/04/2008

04/22/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health Quality Care Deficiencies

Health Environmental Deficiencies

Health Quality Care Deficiencies

Health Resident Rights Deficiencies

Health Quality Care Deficiencies

Health Resident Rights Deficiencies

Health Resident Assessment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| that meets all of a resident's needs, with timetables and actions that can be measured. | | harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Provide enough notice before discharging or transferring a resident. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |
| Provide care in a way that keeps or builds each resident's dignity and self respect. | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145655 | V I P MANOR | 393 EDWARDSVILLE ROAD |
| 145173 | HEATHER HEALTH CARE CENTER | 15600 SOUTH HONORE STREET |
| 145173 | HEATHER HEALTH CARE CENTER | 15600 SOUTH HONORE STREET |
| 145173 | HEATHER HEALTH CARE CENTER | 15600 SOUTH HONORE STREET |
| 145173 | HEATHER HEALTH CARE CENTER | 15600 SOUTH HONORE STREET |
| 145424 | GLENSHIRE NURSING & REHAB CTRE | 22660 SOUTH CICERO AVENUE |
| 145424 | GLENSHIRE NURSING & REHAB CTRE | 22660 SOUTH CICERO AVENUE |
| 145424 | GLENSHIRE NURSING & REHAB CTRE | 22660 SOUTH CICERO AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| WOOD RIVER | IL | 62095 | (618) 259-4111 |
| HARVEY | IL | 60426 | (708) 333-9550 |
| HARVEY | IL | 60426 | (708) 333-9550 |
| HARVEY | IL | 60426 | (708) 333-9550 |
| HARVEY | IL | 60426 | (708) 333-9550 |
| RICHTON PARK | IL | 60471 | (708) 747-6120 |
| RICHTON PARK | IL | 60471 | (708) 747-6120 |
| RICHTON PARK | IL | 60471 | (708) 747-6120 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/02/2008

04/22/2008

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04/21/2008

03/31/2008

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04/04/2008

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04/21/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Environmental Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Nutrition and Dietary Deficiencies |
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| Health | Nutrition and Dietary Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Pharmacy Service Deficiencies |
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| Health | Resident Assessment Deficiencies |
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| Health | Quality Care Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that residents are well nourished. | Isolated | Minimal harm or potential for actual harm |
| Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly. | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|------------------------------------|---------------------------------|
| 145482 | SHERIDAN SHORES CR & REHAB CTR | 5838 NORTH SHERIDAN ROAD |
| 145918 | LAWRENCE COMMUNITY HLTHCR CTR | 900 EAST CORPORATION |
| 146066 | ALPINE FIRESIDE HEALTH CENTER | 3650 NORTH ALPINE ROAD |
| 146066 | ALPINE FIRESIDE HEALTH CENTER | 3650 NORTH ALPINE ROAD |
| 145730 | CONTINENTAL NURSING & REHAB CENTER | 5336 NORTH WESTERN AVENUE |
| 145027 | HEARTLAND OF MOLINE | 833 SIXTEENTH AVENUE |
| 145818 | ASTA CARE CENTER OF ROCKFORD | 707 WEST RIVERSIDE BOULEVARD |
| 145818 | ASTA CARE CENTER OF ROCKFORD | 707 WEST RIVERSIDE BOULEVARD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---------|----|-------|----------------|
| CHICAGO | IL | 60660 | (773) 769-2230 |
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|------------|----|-------|----------------|
| BRIDGEPORT | IL | 62417 | (618) 945-2091 |
|------------|----|-------|----------------|

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|------------|----|-------|----------------|
| LOVES PARK | IL | 61111 | (815) 877-7408 |
|------------|----|-------|----------------|

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| LOVES PARK | IL | 61111 | (815) 877-7408 |
|------------|----|-------|----------------|

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|---------|----|-------|----------------|
| CHICAGO | IL | 60625 | (773) 271-5600 |
|---------|----|-------|----------------|

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|--------|----|-------|----------------|
| MOLINE | IL | 61265 | (309) 764-6744 |
|--------|----|-------|----------------|

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|----------|----|-------|----------------|
| ROCKFORD | IL | 61103 | (815) 877-5752 |
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| ROCKFORD | IL | 61103 | (815) 877-5752 |
|----------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/04/2008

04/21/2008

03/21/2008

04/21/2008

04/03/2008

04/21/2008

04/03/2008

04/21/2008

03/20/2008

04/20/2008

04/14/2008

04/18/2008

04/02/2008

04/18/2008

04/02/2008

04/18/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Nutrition and Dietary Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

quality.

| | | |
|---|------------|---|
| Make sure that residents are well nourished. | Widespread | Potential for minimal harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Make sure that each residents' abilities to take care of themselves does not lessen, unless a change cannot be avoided. | Isolated | Minimal harm or potential for actual harm |
| Give or get special rehabilitation if in the patient's plan of care. | Isolated | Actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Get doctor orders for the resident's immediate care when admitted. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Pattern | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|--------------------------------|---------------------------------|
| 145818 | ASTA CARE CENTER OF ROCKFORD | 707 WEST RIVERSIDE BOULEVARD |
| 145818 | ASTA CARE CENTER OF ROCKFORD | 707 WEST RIVERSIDE BOULEVARD |
| 145818 | ASTA CARE CENTER OF ROCKFORD | 707 WEST RIVERSIDE BOULEVARD |
| 145818 | ASTA CARE CENTER OF ROCKFORD | 707 WEST RIVERSIDE BOULEVARD |
| 145910 | CALHOUN NURSING & REHAB CENTER | #1 MYRTLE LANE |
| 146019 | WABASH CHRISTIAN RETIREMENT | COLLEGE BOULEVARD |
| 145180 | RIVIERA CARE CENTER | 490 WEST 16TH PLACE |
| 145289 | HELIA HEALTHCARE OF BELLEVILLE | 40 NORTH 64TH STREET |
| 145289 | HELIA HEALTHCARE OF BELLEVILLE | 40 NORTH 64TH STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------------------|----|-------|----------------|
| ROCKFORD | IL | 61103 | (815) 877-5752 |
| ROCKFORD | IL | 61103 | (815) 877-5752 |
| ROCKFORD | IL | 61103 | (815) 877-5752 |
| ROCKFORD | IL | 61103 | (815) 877-5752 |
| HARDIN | IL | 62047 | (618) 576-2278 |
| CARMI | IL | 62821 | (618) 382-4644 |
| CHICAGO HEIGHTS | IL | 60411 | (708) 481-4444 |
| BELLEVILLE | IL | 62223 | (618) 397-8400 |
| BELLEVILLE | IL | 62223 | (618) 397-8400 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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04/02/2008 04/18/2008

04/02/2008 04/18/2008

04/11/2008 04/18/2008

03/20/2008 04/18/2008

04/02/2008 04/18/2008

03/18/2008 04/17/2008

03/26/2008 04/17/2008

03/26/2008 04/17/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Pharmacy Service Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Make sure that residents are safe from serious medication errors. | Isolated | Immediate jeopardy to resident health or safety |
| At least once a month, have a licensed pharmacist check the drugs that each resident takes. | Isolated | Minimal harm or potential for actual harm |
| Let each resident choose a personal doctor. | Isolated | Minimal harm or potential for actual harm |
| Provide social services for related medical problems to help each resident achieve the highest possible quality of life. | Isolated | Minimal harm or potential for actual harm |
| Have enough nurses to care for every resident in a way that maximizes the resident's well being. | Pattern | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Make sure that the nursing home area is safe, easy to use, clean and comfortable. | Widespread | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Make a complete assessment that covers all questions for areas | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | STREET |
|-----------|--------------------------------|---------------------------|
| 145507 | CLARK MANOR CNV CENTER | 7433 NORTH CLARK STREET |
| 145507 | CLARK MANOR CNV CENTER | 7433 NORTH CLARK STREET |
| 145173 | HEATHER HEALTH CARE CENTER | 15600 SOUTH HONORE STREET |
| 1.40E+274 | HAMILTON MEMORIAL NURSING CTR | 611 SOUTH MARSHALL |
| 145308 | MAPLEWOOD CARE | 50 NORTH JANE |
| 145308 | MAPLEWOOD CARE | 50 NORTH JANE |
| 146005 | ASTA CARE CENTER - FORD COUNTY | 1240 NORTH MARKET STREET |
| 146005 | ASTA CARE CENTER - FORD COUNTY | 1240 NORTH MARKET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|-------------|----|-------|----------------|
| CHICAGO | IL | 60626 | (773) 338-8778 |
| CHICAGO | IL | 60626 | (773) 338-8778 |
| HARVEY | IL | 60426 | (708) 333-9550 |
| MCLEANSBORO | IL | 62859 | (618) 643-2325 |
| ELGIN | IL | 60123 | (847) 697-3750 |
| ELGIN | IL | 60123 | (847) 697-3750 |
| PAXTON | IL | 60957 | (217) 379-4896 |
| PAXTON | IL | 60957 | (217) 379-4896 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/07/2008

04/17/2008

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04/17/2008

03/31/2008

04/16/2008

03/31/2008

04/16/2008

03/31/2008

04/15/2008

03/31/2008

04/15/2008

03/20/2008

04/15/2008

03/20/2008

04/15/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Pharmacy Service Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| that covers all questions for areas that are listed in official regulations. | | harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Store, cook, and give out food in a safe and clean way. | Widespread | Potential for minimal harm |
| Make sure that residents are safe from serious medication errors. | Isolated | Actual harm |
| Make a complete assessment that covers all questions for areas that are listed in official regulations. | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--------------------------------|--------------------------|
| 146005 | ASTA CARE CENTER - FORD COUNTY | 1240 NORTH MARKET STREET |
| 146019 | WABASH CHRISTIAN RETIREMENT | COLLEGE BOULEVARD |
| 145239 | SAINT CLARE HOME | 5533 NORTH GALENA ROAD |
| 145239 | SAINT CLARE HOME | 5533 NORTH GALENA ROAD |
| 145239 | SAINT CLARE HOME | 5533 NORTH GALENA ROAD |
| 145239 | SAINT CLARE HOME | 5533 NORTH GALENA |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|----------------|----|-------|----------------|
| PAXTON | IL | 60957 | (217) 379-4896 |
| CARMI | IL | 62821 | (618) 382-4644 |
| PEORIA HEIGHTS | IL | 61614 | (309) 682-5428 |
| PEORIA HEIGHTS | IL | 61614 | (309) 682-5428 |
| PEORIA HEIGHTS | IL | 61614 | (309) 682-5428 |
| PEORIA HEIGHTS | IL | 61614 | (309) 682-5428 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/02/2008

04/15/2008

03/21/2008

04/14/2008

03/21/2008

04/14/2008

03/21/2008

04/14/2008

03/21/2008

04/14/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Immediate jeopardy to resident health or safety |
| Protect residents from mistreatment, neglect, and/or theft of personal property. | Isolated | Immediate jeopardy to resident health or safety |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and | Isolated | Immediate jeopardy to resident health or |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

ROAD

| | | |
|--------|--------------------------------|------------------------------|
| 145371 | ASTA CARE CENTER OF BLOOMINGTN | 1509 NORTH CALHOUN STREET |
| 145863 | MARION REHAB & NURSING CENTER | 1301 EAST DEYOUNG |
| 145623 | WALNUT GROVE VILLAGE | 1095 TWILIGHT DRIVE |
| 145965 | MCKINLEY COURT | 500 WEST MCKINLEY AVENUE |
| 145220 | PINE CREST HEALTH CARE | 3300 WEST 175TH STREET |
| 145220 | PINE CREST HEALTH CARE | 3300 WEST 175TH STREET |
| 145248 | MORTON VILLA CARE CENTER | 190 EAST QUEENWOOD ROAD |
| 145248 | MORTON VILLA CARE CENTER | 190 EAST QUEENWOOD ROAD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

BLOOMINGTON IL 61701 (309) 827-6046

MARION IL 62959 (618) 997-1365

MORRIS IL 60450 (815) 942-5108

DECATUR IL 62526 (217) 875-0020

HAZEL CREST IL 60429 (708) 335-2400

HAZEL CREST IL 60429 (708) 335-2400

MORTON IL 61550 (309) 266-9741

MORTON IL 61550 (309) 266-9741

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/20/2008

04/14/2008

03/25/2008

04/14/2008

03/21/2008

04/13/2008

04/11/2008

04/12/2008

02/05/2008

04/11/2008

02/05/2008

04/11/2008

03/20/2008

04/11/2008

03/20/2008

04/11/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| services to get or keep the highest quality of life possible. | | safety |
| Provide social services for related medical problems to help each resident achieve the highest possible quality of life. | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Provide services to meet the needs and preferences of each resident. | Pattern | Potential for minimal harm |
| Try to resolve each resident's complaints quickly. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Provide services to meet the needs and preferences of each | Pattern | Potential for minimal harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|--------------------------------|---------------------------|
| | | QUEENWOOD ROAD |
| 145618 | SALEM VILLAGE NURSING & REHAB | 1314 ROWELL AVENUE |
| 145618 | SALEM VILLAGE NURSING & REHAB | 1314 ROWELL AVENUE |
| 145657 | PROVIDENCE DOWNERS GROVE | 3450 SARATOGA AVENUE |
| 145680 | ROSEWOOD CARE CENTER OF MOLINE | 7300 34TH AVENUE |
| 145908 | AMBERWOOD CARE CENTER | 2313 NORTH ROCKTON AVENUE |
| 145908 | AMBERWOOD CARE CENTER | 2313 NORTH ROCKTON AVENUE |
| 145908 | AMBERWOOD CARE CENTER | 2313 NORTH ROCKTON AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|------------------|----|-------|----------------|
| JOLIET | IL | 60433 | (815) 727-5451 |
| JOLIET | IL | 60433 | (815) 727-5451 |
| DOWNERS GROVE | IL | 60515 | (630) 969-2900 |
| MOLINE | IL | 61265 | (309) 792-5940 |
| ROCKFORD | IL | 61103 | (815) 964-2200 |
| ROCKFORD | IL | 61103 | (815) 964-2200 |
| ROCKFORD | IL | 61103 | (815) 964-2200 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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04/11/2008

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04/11/2008

03/21/2008

04/11/2008

03/13/2008

04/11/2008

03/25/2008

04/11/2008

03/25/2008

04/11/2008

03/25/2008

04/11/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| needs and preferences of each resident. | | |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that nurse aides show they have the skills to be able to care for residents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Provide services to meet the needs and preferences of each resident. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Provide activities to meet the needs of each resident. | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|-----------------------------|------------------------------|
| 145908 | AMBERWOOD CARE CENTER | 2313 NORTH ROCKTON AVENUE |
| 145947 | PLAZA NURSING AND REHAB CTR | 3249 WEST 147TH STREET |
| 146117 | CASEY HEALTHCARE CENTER | 100 N.E. 15TH COURT |
| 145655 | V I P MANOR | 393 EDWARDSVILLE ROAD |
| 145678 | LEXINGTON OF SCHAUMBURG | 675 SOUTH ROSELLE ROAD |
| 145678 | LEXINGTON OF SCHAUMBURG | 675 SOUTH ROSELLE ROAD |
| 145678 | LEXINGTON OF SCHAUMBURG | 675 SOUTH ROSELLE ROAD |
| 145678 | LEXINGTON OF SCHAUMBURG | 675 SOUTH ROSELLE ROAD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|----------|----|-------|----------------|
| ROCKFORD | IL | 61103 | (815) 964-2200 |
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| MIDLOTHIAN | IL | 60445 | (708) 389-3141 |
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| CASEY | IL | 62420 | (217) 932-5217 |
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| WOOD RIVER | IL | 62095 | (618) 259-4111 |
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| SCHAUMBURG | IL | 60193 | (847) 352-5500 |
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| SCHAUMBURG | IL | 60193 | (847) 352-5500 |
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| SCHAUMBURG | IL | 60193 | (847) 352-5500 |
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| SCHAUMBURG | IL | 60193 | (847) 352-5500 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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04/11/2008

03/20/2008

04/11/2008

03/20/2008

04/10/2008

03/20/2008

04/10/2008

03/20/2008

04/10/2008

03/20/2008

04/10/2008

03/20/2008

04/10/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

actions that can be measured.

| | | |
|---|----------|---|
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

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|---|------------|---|
| Properly mark drugs and other similar products. | Widespread | Minimal harm or potential for actual harm |
|---|------------|---|

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| Provide activities to meet the needs of each resident. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

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| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
|---|----------|-------------|

| | | |
|---|----------|---|
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

| | | |
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| Provide services to meet the needs and preferences of each resident. | Isolated | Minimal harm or potential for actual harm |
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| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
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| Make sure that the nursing home area is free of dangers that cause | Isolated | Minimal harm or potential for actual harm |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| | | ROAD |
| 1.40E+96 | BATAVIA REHABILITATION & HEALTH CARE CENTER | 520 FABYAN PARKWAY |
| 1.40E+96 | BATAVIA REHABILITATION & HEALTH CARE CENTER | 520 FABYAN PARKWAY |
| 145142 | ALDEN ALMA NELSON MANOR | 550 SOUTH MULFORD AVENUE |
| 145142 | ALDEN ALMA NELSON MANOR | 550 SOUTH MULFORD AVENUE |
| 145316 | EMBASSY HEALTH CARE CENTER | 555 WEST KAHLER |
| 145316 | EMBASSY HEALTH CARE CENTER | 555 WEST KAHLER |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---------|----|-------|----------------|
| BATAVIA | IL | 60510 | (630) 879-5266 |
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| BATAVIA | IL | 60510 | (630) 879-5266 |
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| ROCKFORD | IL | 61108 | (815) 484-1002 |
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| ROCKFORD | IL | 61108 | (815) 484-1002 |
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|------------|----|-------|----------------|
| WILMINGTON | IL | 60481 | (815) 476-2200 |
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| WILMINGTON | IL | 60481 | (815) 476-2200 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/19/2008

04/10/2008

03/19/2008

04/10/2008

03/26/2008

04/09/2008

03/26/2008

04/09/2008

03/17/2008

04/09/2008

03/17/2008

04/09/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---|----------|---|
| area is free of dangers that cause accidents. | | harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Pattern | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Get services outside the nursing home that meet professional standards. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|---------------------------------|------------------------------|
| 145316 | EMBASSY HEALTH CARE CENTER | 555 WEST KAHLER |
| 145337 | BRONZEVILLE PARK NSG & LVG CTR | 3400 SOUTH INDIANA |
| 145427 | ELDERCARE OF ALTON | 3523 WICKENHAUSER |
| 146021 | NATURE TRAIL HEALTH CARE CENTER | 1001 SOUTH 34TH STREET |
| 146021 | NATURE TRAIL HEALTH CARE CENTER | 1001 SOUTH 34TH STREET |
| 145278 | STERLING PAVILION | 105 EAST 23RD STREET |
| 145888 | ALDEN NORTHMOOR REHAB & HCC | 5831 NORTH NORTHWEST HIGHWAY |
| 145905 | JONESBORO REHABILITATION & HCC | 955 STATE ROUTE 127 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|--------------|----|-------|----------------|
| WILMINGTON | IL | 60481 | (815) 476-2200 |
| CHICAGO | IL | 60616 | (312) 842-5000 |
| ALTON | IL | 62002 | (618) 465-8887 |
| MOUNT VERNON | IL | 62864 | (618) 242-5700 |
| MOUNT VERNON | IL | 62864 | (618) 242-5700 |
| STERLING | IL | 61081 | (815) 626-4264 |
| CHICAGO | IL | 60631 | (773) 775-8080 |
| JONESBORO | IL | 62952 | (618) 833-7093 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/01/2008

04/09/2008

03/21/2008

04/09/2008

03/17/2008

04/08/2008

03/13/2008

04/08/2008

03/13/2008

04/08/2008

03/24/2008

04/07/2008

03/25/2008

04/07/2008

03/18/2008

04/05/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health Environmental Deficiencies

Health Nutrition and Dietary Deficiencies

Health Environmental Deficiencies

Health Resident Rights Deficiencies

Health Environmental Deficiencies

Health Resident Assessment Deficiencies

Health Environmental Deficiencies

Health Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--|----------|---|
| to prevent new bed (pressure) sores or heal existing bed sores. | | |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Store, cook, and give out food in a safe and clean way. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Provide services to meet the needs and preferences of each resident. | Pattern | Potential for minimal harm |
| Provide needed housekeeping and maintenance. | Pattern | Potential for minimal harm |
| Check and update (if needed) each resident's assessment every 3 months. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|-----------|---------------------------------------|--------------------------------|
| 145027 | HEARTLAND OF MOLINE | 833 SIXTEENTH AVENUE |
| 145180 | RIVIERA CARE CENTER | 490 WEST 16TH PLACE |
| 145259 | ALDEN PARK STRATHMOOR | 5668 STRATHMOOR DRIVE |
| 145259 | ALDEN PARK STRATHMOOR | 5668 STRATHMOOR DRIVE |
| 1.40E+148 | COLUMBUS MANOR RES CARE HOME | 5107 21 WEST JACKSON BOULEVARD |
| 1.40E+148 | COLUMBUS MANOR RES CARE HOME | 5107 21 WEST JACKSON BOULEVARD |
| 145211 | BRENTWOOD SUB-ACUTE HEALTHCARE CENTER | 5400 WEST 87TH STREET |
| 145257 | CRYSTAL PINES REHAB & HCC | 335 NORTH ILLINOIS AVENUE |
| 145524 | HEARTLAND OF RIVERVIEW | 500 CENTENNIAL DRIVE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|--------------------|----|-------|----------------|
| MOLINE | IL | 61265 | (309) 764-6744 |
| CHICAGO HEIGHTS | IL | 60411 | (708) 481-4444 |
| ROCKFORD | IL | 61107 | (815) 229-5200 |
| ROCKFORD | IL | 61107 | (815) 229-5200 |
| CHICAGO | IL | 60644 | (773) 378-5490 |
| CHICAGO | IL | 60644 | (773) 378-5490 |
| BURBANK | IL | 60459 | (708) 423-1200 |
| CRYSTAL LAKE | IL | 60014 | (815) 459-7791 |
| EAST PEORIA | IL | 61611 | (309) 694-9865 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

04/02/2008 04/04/2008

03/18/2008 04/04/2008

03/04/2008 04/04/2008

03/04/2008 04/04/2008

03/14/2008 04/03/2008

03/14/2008 04/03/2008

03/07/2008 04/01/2008

03/07/2008 04/01/2008

03/25/2008 04/01/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| Provide enough notice before discharging or transferring a resident. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Provide needed housekeeping and maintenance. | Pattern | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Let each resident choose whether to manage his or her own money or deposit it with the nursing home. | Isolated | Minimal harm or potential for actual harm |
| Provide services to meet the needs and preferences of each resident. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Immediately tell the resident, doctor, and a family member if: | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

DRIVE

145524

HEARTLAND OF RIVERVIEW

500 CENTENNIAL
DRIVE

145886

ALEDO REHAB & HEALTH CARE CENTER

304 S.W. 12TH
STREET

145886

ALEDO REHAB & HEALTH CARE CENTER

304 S.W. 12TH
STREET

145363

MANORCARE OF OAK LAWN EAST

9401 SOUTH
KOSTNER AVENUE

145660

WESTCHESTER HEALTH & REHABILITATION

2901 SOUTH WOLF
ROAD

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|-------------|----|-------|----------------|
| EAST PEORIA | IL | 61611 | (309) 694-9865 |
| ALEDO | IL | 61231 | (309) 582-5376 |
| ALEDO | IL | 61231 | (309) 582-5376 |
| OAK LAWN | IL | 60453 | (708) 423-7882 |
| WESTCHESTER | IL | 60154 | (708) 531-1441 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/25/2008

04/01/2008

03/13/2008

03/31/2008

03/13/2008

03/31/2008

03/04/2008

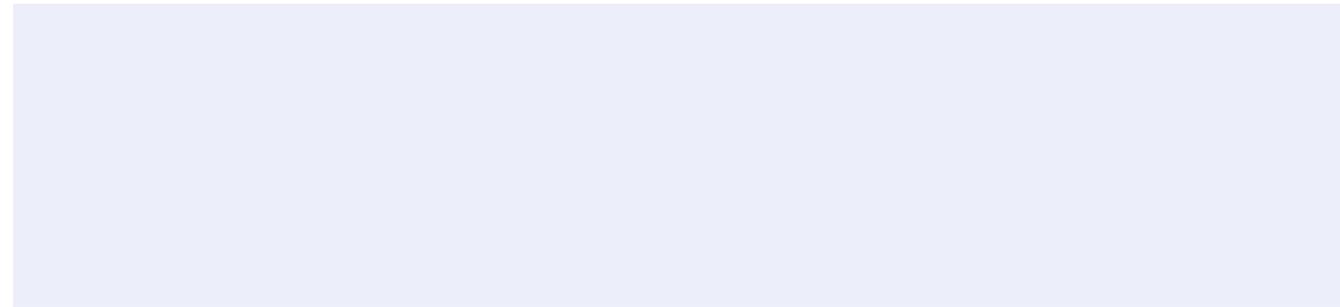
03/28/2008

03/17/2008

03/28/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency



Health

Environmental Deficiencies



Health

Resident Rights Deficiencies

Health

Environmental Deficiencies



Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|--|
| doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | | harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--------------------------------|-------------------------------|
| 145853 | CENTRAL BAPTIST VILLAGE | 4747 NORTH CANFIELD AVENUE |
| 146019 | WABASH CHRISTIAN RETIREMENT | COLLEGE BOULEVARD |
| 145406 | RANDOLPH COUNTY CARE CENTER | 312 WEST BELMONT |
| 145406 | RANDOLPH COUNTY CARE CENTER | 312 WEST BELMONT |
| 145406 | RANDOLPH COUNTY CARE CENTER | 312 WEST BELMONT |
| 145689 | MANORCARE OF ELK GROVE VILLAGE | 1920 NERGE ROAD |
| 145689 | MANORCARE OF ELK GROVE VILLAGE | 1920 NERGE ROAD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|----------|----|-------|----------------|
| NORRIDGE | IL | 60656 | (708) 583-8500 |
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|-------|----|-------|----------------|
| CARMI | IL | 62821 | (618) 382-4644 |
|-------|----|-------|----------------|

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| SPARTA | IL | 62286 | (618) 443-4351 |
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| SPARTA | IL | 62286 | (618) 443-4351 |
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| SPARTA | IL | 62286 | (618) 443-4351 |
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| ELK GROVE VILLAGE | IL | 60007 | (847) 301-0550 |
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| ELK GROVE VILLAGE | IL | 60007 | (847) 301-0550 |
|----------------------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/21/2008

03/28/2008

03/20/2008

03/28/2008

03/10/2008

03/27/2008

03/10/2008

03/27/2008

03/10/2008

03/27/2008

02/01/2008

03/27/2008

02/01/2008

03/27/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

of residents and theft of residents' property.

| | | |
|--|---------|---|
| Have a program to keep infection from spreading. | Pattern | Minimal harm or potential for actual harm |
|--|---------|---|

| | | |
|---|----------|---|
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

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|---|---------|-------------|
| Protect each resident from all abuse, physical punishment, and being separated from others. | Pattern | Actual harm |
|---|---------|-------------|

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|--|---------|---|
| Protect residents from mistreatment, neglect, and/or theft of personal property. | Pattern | Minimal harm or potential for actual harm |
|--|---------|---|

| | | |
|---|---------|---|
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Pattern | Minimal harm or potential for actual harm |
|---|---------|---|

| | | |
|--|----------|---|
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

| | | |
|---|----------|-------------|
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
|---|----------|-------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|------------------------------|-------------------------------------|
| 145721 | VILLA HEALTH CARE EAST | 100 MARIAN PARKWAY PO BOX 109 |
| 145721 | VILLA HEALTH CARE EAST | 100 MARIAN PARKWAY PO BOX 109 |
| 145721 | VILLA HEALTH CARE EAST | 100 MARIAN PARKWAY PO BOX 109 |
| 145721 | VILLA HEALTH CARE EAST | 100 MARIAN PARKWAY PO BOX 109 |
| 145721 | VILLA HEALTH CARE EAST | 100 MARIAN PARKWAY PO BOX 109 |
| 145758 | GLENWOOD HEALTHCARE & REHAB. | 19330 SOUTH |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|----------|----|-------|----------------|
| SHERMAN | IL | 62684 | (217) 744-2299 |
| SHERMAN | IL | 62684 | (217) 744-2299 |
| SHERMAN | IL | 62684 | (217) 744-2299 |
| SHERMAN | IL | 62684 | (217) 744-2299 |
| SHERMAN | IL | 62684 | (217) 744-2299 |
| GLENWOOD | IL | 60425 | (708) 758-6200 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/27/2008

03/27/2008

03/04/2008

03/27/2008

03/04/2008

03/27/2008

03/04/2008

03/27/2008

03/04/2008

03/27/2008

03/13/2008

03/27/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Resident Assessment Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Pharmacy Service Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| Make sure that residents are safe from serious medication errors. | Isolated | Actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Protect residents from mistreatment, neglect, and/or theft of personal property. | Isolated | Actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Actual harm |
| 1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects. | Isolated | Actual harm |
| Let the resident refuse treatment | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

COTTAGE GROVE

145758

GLENWOOD HEALTHCARE & REHAB.

19330 SOUTH
COTTAGE GROVE

145758

GLENWOOD HEALTHCARE & REHAB.

19330 SOUTH
COTTAGE GROVE

145581

CAHOKIA NURSING & REHAB CENTER

2 ANNABLE COURT

145818

ASTA CARE CENTER OF ROCKFORD

707 WEST RIVERSIDE
BOULEVARD

145818

ASTA CARE CENTER OF ROCKFORD

707 WEST RIVERSIDE
BOULEVARD

145818

ASTA CARE CENTER OF ROCKFORD

707 WEST RIVERSIDE
BOULEVARD

145969

BERKSHIRE NURSING & REHAB CENTER

8200 WEST
ROOSEVELT ROAD

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|----------|----|-------|----------------|
| GLENWOOD | IL | 60425 | (708) 758-6200 |
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|----------|----|-------|----------------|
| GLENWOOD | IL | 60425 | (708) 758-6200 |
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|---------|----|-------|----------------|
| CAHOKIA | IL | 62206 | (618) 332-0114 |
|---------|----|-------|----------------|

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|----------|----|-------|----------------|
| ROCKFORD | IL | 61103 | (815) 877-5752 |
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| ROCKFORD | IL | 61103 | (815) 877-5752 |
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| ROCKFORD | IL | 61103 | (815) 877-5752 |
|----------|----|-------|----------------|

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|-------------|----|-------|----------------|
| FOREST PARK | IL | 60130 | (708) 488-9850 |
|-------------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/13/2008

03/27/2008

03/13/2008

03/27/2008

03/13/2008

03/26/2008

03/13/2008

03/25/2008

03/13/2008

03/25/2008

03/13/2008

03/25/2008

03/14/2008

03/25/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| or refuse to take part in an experiment. | | harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Keep safe, clean and homelike surroundings. | Pattern | Potential for minimal harm |
| Provide social services for related medical problems to help each resident achieve the highest possible quality of life. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents receive treatment/services to continue to be able to care for themselves, unless a change is unavoidable. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|----------------------------------|-----------------------------|
| 145969 | BERKSHIRE NURSING & REHAB CENTER | 8200 WEST ROOSEVELT ROAD |
| 146092 | HERRIN REHAB & NURSING CENTER | 1900 NORTH PARK AVENUE |
| 145243 | NORTH LOGAN HEALTHCARE CENTER | 801 NORTH LOGAN AVENUE |
| 145457 | ST VINCENT'S HOME | 1440 NORTH 10TH STREET |
| 145733 | JERSEYVILLE MANOR | 1251 NORTH STATE STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-------------|----|-------|----------------|
| FOREST PARK | IL | 60130 | (708) 488-9850 |
| HERRIN | IL | 62948 | (618) 942-2525 |
| DANVILLE | IL | 61832 | (217) 443-3106 |
| QUINCY | IL | 62301 | (217) 224-3780 |
| JERSEYVILLE | IL | 62052 | (618) 498-6441 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/14/2008

03/25/2008

03/19/2008

03/24/2008

03/20/2008

03/21/2008

02/13/2008

03/21/2008

03/06/2008

03/21/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Keep each resident's personal and medical records private and confidential. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|-------------------|-------------------------|
| 145733 | JERSEYVILLE MANOR | 1251 NORTH STATE STREET |
|--------|-------------------|-------------------------|

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| 145733 | JERSEYVILLE MANOR | 1251 NORTH STATE STREET |
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| 146115 | NEW ATHENS HOME FOR THE AGED | 203 SOUTH JOHNSON STREET |
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| 145039 | HEARTLAND OF PEORIA | 5600 GLEN ELM DRIVE |
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| 145039 | HEARTLAND OF PEORIA | 5600 GLEN ELM DRIVE |
|--------|---------------------|---------------------|

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| 145308 | MAPLEWOOD CARE | 50 NORTH JANE |
|--------|----------------|---------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-------------|----|-------|----------------|
| JERSEYVILLE | IL | 62052 | (618) 498-6441 |
|-------------|----|-------|----------------|

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|-------------|----|-------|----------------|
| JERSEYVILLE | IL | 62052 | (618) 498-6441 |
|-------------|----|-------|----------------|

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|------------|----|-------|----------------|
| NEW ATHENS | IL | 62264 | (618) 475-2550 |
|------------|----|-------|----------------|

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|--------|----|-------|----------------|
| PEORIA | IL | 61614 | (309) 693-8777 |
|--------|----|-------|----------------|

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| PEORIA | IL | 61614 | (309) 693-8777 |
|--------|----|-------|----------------|

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| ELGIN | IL | 60123 | (847) 697-3750 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/06/2008

03/21/2008

03/06/2008

03/21/2008

03/07/2008

03/21/2008

02/20/2008

03/20/2008

02/20/2008

03/20/2008

03/05/2008

03/20/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| significantly, or the resident must be transferred or discharged. | | |
| Protect residents from mistreatment, neglect, and/or theft of personal property. | Isolated | Actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Make a complete assessment that covers all questions for areas that are listed in official regulations. | Isolated | Minimal harm or potential for actual harm |
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Pattern | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|-----------------------|------------------------|
| 145913 | EXCEPTIONAL CARE, LLC | 5701 WEST 79TH STREET |
| 145913 | EXCEPTIONAL CARE, LLC | 5701 WEST 79TH STREET |
| 145913 | EXCEPTIONAL CARE, LLC | 5701 WEST 79TH STREET |
| 145913 | EXCEPTIONAL CARE, LLC | 5701 WEST 79TH STREET |
| 145913 | EXCEPTIONAL CARE, LLC | 5701 WEST 79TH STREET |
| 145913 | EXCEPTIONAL CARE, LLC | 5701 WEST 79TH STREET |
| 145426 | OTTAWA PAVILION | 800 EAST CENTER STREET |
| 145426 | OTTAWA PAVILION | 800 EAST CENTER STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| BURBANK | IL | 60459 | (708) 499-5400 |
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| BURBANK | IL | 60459 | (708) 499-5400 |
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| BURBANK | IL | 60459 | (708) 499-5400 |
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| OTTAWA | IL | 61350 | (815) 434-7144 |
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| OTTAWA | IL | 61350 | (815) 434-7144 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/22/2008

03/20/2008

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03/20/2008

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02/22/2008

03/20/2008

03/05/2008

03/19/2008

03/05/2008

03/19/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| Have enough nurses to care for every resident in a way that maximizes the resident's well being. | Widespread | Minimal harm or potential for actual harm |
| Protect residents from mistreatment, neglect, and/or theft of personal property. | Isolated | Actual harm |
| Provide clean bed and bath linens that are in good condition. | Pattern | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145752 | ARBOR, THE | 535 SOUTH ELM |
| 145967 | MCALLISTER NURSING & REHAB | 18300 S. LAVERGNE AVE |
| 145967 | MCALLISTER NURSING & REHAB | 18300 S. LAVERGNE AVE |
| 145967 | MCALLISTER NURSING & REHAB | 18300 S. LAVERGNE AVE |
| 145967 | MCALLISTER NURSING & REHAB | 18300 S. LAVERGNE AVE |
| 145438 | COLLINSVILLE REHABILITATION & HEALTH CARE CENTER | 614 NORTH SUMMIT |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| ITASCA | IL | 60143 | (630) 773-9416 |
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| TINLEY PARK | IL | 60477 | (708) 798-2272 |
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| TINLEY PARK | IL | 60477 | (708) 798-2272 |
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| TINLEY PARK | IL | 60477 | (708) 798-2272 |
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| TINLEY PARK | IL | 60477 | (708) 798-2272 |
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| COLLINSVILLE | IL | 62234 | (618) 344-8476 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/20/2008

03/19/2008

03/10/2008

03/18/2008

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03/18/2008

03/10/2008

03/18/2008

03/10/2008

03/18/2008

02/08/2008

03/17/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Protect residents from mistreatment, neglect, and/or theft of personal property.

Isolated

Actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Actual harm

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.

Isolated

Minimal harm or potential for actual harm

Give each resident enough fluids to keep them healthy and prevent dehydration.

Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145438 | COLLINSVILLE REHABILITATION & HEALTH CARE CENTER | 614 NORTH SUMMIT |
| 145438 | COLLINSVILLE REHABILITATION & HEALTH CARE CENTER | 614 NORTH SUMMIT |
| 145438 | COLLINSVILLE REHABILITATION & HEALTH CARE CENTER | 614 NORTH SUMMIT |
| 145438 | COLLINSVILLE REHABILITATION & HEALTH CARE CENTER | 614 NORTH SUMMIT |
| 145660 | WESTCHESTER HEALTH & REHABILITATION | 2901 SOUTH WOLF ROAD |
| 145660 | WESTCHESTER HEALTH & REHABILITATION | 2901 SOUTH WOLF ROAD |
| 145660 | WESTCHESTER HEALTH & REHABILITATION | 2901 SOUTH WOLF |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| COLLINSVILLE | IL | 62234 | (618) 344-8476 |
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| COLLINSVILLE | IL | 62234 | (618) 344-8476 |
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| COLLINSVILLE | IL | 62234 | (618) 344-8476 |
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| COLLINSVILLE | IL | 62234 | (618) 344-8476 |
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| WESTCHESTER | IL | 60154 | (708) 531-1441 |
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| WESTCHESTER | IL | 60154 | (708) 531-1441 |
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| WESTCHESTER | IL | 60154 | (708) 531-1441 |
|-------------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/08/2008

03/17/2008

02/08/2008

03/17/2008

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03/17/2008

02/08/2008

03/17/2008

01/11/2008

03/17/2008

01/11/2008

03/17/2008

01/11/2008

03/17/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| be transferred or discharged. | | |
| Make a complete assessment that covers all questions for areas that are listed in official regulations. | Pattern | Minimal harm or potential for actual harm |
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan. | Isolated | Minimal harm or potential for actual harm |
| Make sure that each resident's nutritional needs were met. | Isolated | Minimal harm or potential for actual harm |
| Give each resident enough fluids to keep them healthy and prevent dehydration. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

ROAD

145389 WATSEKA REHAB & HLTH CARE CTR 715 EAST RAYMOND ROAD

145389 WATSEKA REHAB & HLTH CARE CTR 715 EAST RAYMOND ROAD

145417 UNITED METHODIST VILLAGE, THE 1616 CEDAR

145417 UNITED METHODIST VILLAGE, THE 1616 CEDAR

145753 DANVILLE CARE CENTER 1701 NORTH BOWMAN

145761 LAKEWOOD NRSG & REHAB CENTER 14718 S EASTERN AVENUE

146108 MANOR COURT OF PEORIA 6900 NORTH STALWORTH

145563 PROVENA ST ANNE CENTER 4405 HIGHCREST

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

WATSEKA IL 60970 (815) 432-5476

WATSEKA IL 60970 (815) 432-5476

LAWRENCEVILLE IL 62439 (618) 943-3347

LAWRENCEVILLE IL 62439 (618) 943-3347

DANVILLE IL 61832 (217) 443-2955

PLAINFIELD IL 60544 (815) 436-3400

PEORIA IL 61615 (309) 693-1400

ROCKFORD IL 61107 (815) 229-1999

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/12/2008

03/14/2008

03/12/2008

03/14/2008

02/27/2008

03/14/2008

02/27/2008

03/14/2008

02/28/2008

03/14/2008

02/29/2008

03/14/2008

02/29/2008

03/14/2008

03/12/2008

03/13/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

services to get or keep the highest quality of life possible.

Provide social services for related medical problems to help each resident achieve the highest possible quality of life.

Isolated Minimal harm or potential for actual harm

Give professional services that meet a professional standard of quality.

Pattern Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated Actual harm

Make a complete assessment that covers all questions for areas that are listed in official regulations.

Isolated Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated Immediate jeopardy to resident health or safety

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated Minimal harm or potential for actual harm

Give professional services that follow each resident's written care plan.

Isolated Minimal harm or potential for actual harm

Properly care for residents

Isolated Minimal harm or potential for actual

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145563 | PROVENA ST ANNE CENTER | 4405 HIGHCREST ROAD |
| 145563 | PROVENA ST ANNE CENTER | 4405 HIGHCREST ROAD |
| 145697 | KNOX COUNTY NURSING HOME | 800 NORTH MARKET STREET |
| 145563 | PROVENA ST ANNE CENTER | 4405 HIGHCREST ROAD |
| 145563 | PROVENA ST ANNE CENTER | 4405 HIGHCREST ROAD |
| 145752 | ARBOR, THE | 535 SOUTH ELM |
| 145691 | HALLMARK HOUSE NURSING CENTER | 2501 ALLENTOWN |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-----------|----|-------|----------------|
| ROCKFORD | IL | 61107 | (815) 229-1999 |
| ROCKFORD | IL | 61107 | (815) 229-1999 |
| KNOXVILLE | IL | 61448 | (309) 289-2338 |
| ROCKFORD | IL | 61107 | (815) 229-1999 |
| ROCKFORD | IL | 61107 | (815) 229-1999 |
| ITASCA | IL | 60143 | (630) 773-9416 |
| PEKIN | IL | 61554 | (309) 347-3121 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

03/12/2008

03/13/2008

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02/14/2008

03/12/2008

02/14/2008

03/12/2008

02/20/2008

03/12/2008

03/06/2008

03/10/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible. | Isolated | Immediate jeopardy to resident health or safety |
| Make sure that residents are safe from serious medication errors. | Isolated | Immediate jeopardy to resident health or safety |
| Properly mark drugs and other similar products. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Have a program to keep infection | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| | | ROAD |
| 145761 | LAKWOOD NRSG & REHAB CENTER | 14718 S EASTERN AVENUE |
| 1.40E+178 | CRESTWOOD TERRACE | 13301 SOUTH CENTRAL AVENUE |
| 145702 | FAIR OAKS REHAB & HEALTHCARE | 1515 BLACKHAWK BOULEVARD |
| 145702 | FAIR OAKS REHAB & HEALTHCARE | 1515 BLACKHAWK BOULEVARD |
| 145702 | FAIR OAKS REHAB & HEALTHCARE | 1515 BLACKHAWK BOULEVARD |
| 145273 | JACKSONVILLE CNV CENTER | 1517 WEST WALNUT STREET |
| 145273 | JACKSONVILLE CNV CENTER | 1517 WEST WALNUT STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------------|----|-------|----------------|
| PLAINFIELD | IL | 60544 | (815) 436-3400 |
| CRESTWOOD | IL | 60445 | (708) 597-5251 |
| SOUTH BELOIT | IL | 61080 | (815) 389-3911 |
| SOUTH BELOIT | IL | 61080 | (815) 389-3911 |
| SOUTH BELOIT | IL | 61080 | (815) 389-3911 |
| JACKSONVILLE | IL | 62650 | (217) 243-6451 |
| JACKSONVILLE | IL | 62650 | (217) 243-6451 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/29/2008

03/10/2008

02/26/2008

03/10/2008

02/14/2008

03/08/2008

02/14/2008

03/08/2008

02/14/2008

03/08/2008

02/25/2008

03/07/2008

02/25/2008

03/07/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| from spreading. | | harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary. | Isolated | Minimal harm or potential for actual harm |
| Make sure that each resident's nutritional needs were met. | Isolated | Minimal harm or potential for actual harm |
| 1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Choose a doctor to be the medical director. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 146038 | PRAIRIE CITY REHAB & H C | 825 E MAIN STREET, RR #2, BOX 97 |
| 146038 | PRAIRIE CITY REHAB & H C | 825 E MAIN STREET, RR #2, BOX 97 |
| 1.40E+179 | CLAYBERG, THE | 625 EAST MONROE STREET |
| 145336 | WARREN BARR PAVILION | 66 WEST OAK STREET |
| 145476 | OREGON HEALTHCARE CENTER | 811 SOUTH 10TH STREET |
| 145991 | COMMUNITY CARE | 4314 SOUTH WABASH AVENUE |
| 1.40E+108 | KANKAKEE TERRACE | 100 BELLE AIRE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------------|----|-------|----------------|
| PRAIRIE CITY | IL | 61470 | (309) 775-3313 |
| PRAIRIE CITY | IL | 61470 | (309) 775-3313 |
| CUBA | IL | 61427 | (309) 785-5012 |
| CHICAGO | IL | 60610 | (312) 705-5100 |
| OREGON | IL | 61061 | (815) 732-7994 |
| CHICAGO | IL | 60653 | (773) 538-8300 |
| BOURBONNAIS | IL | 60914 | (815) 939-0910 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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03/07/2008

02/20/2008

03/07/2008

02/27/2008

03/07/2008

02/20/2008

03/06/2008

02/11/2008

03/06/2008

02/15/2008

03/06/2008

02/04/2008

03/06/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Protect residents from mistreatment, neglect, and/or theft of personal property. | Isolated | Minimal harm or potential for actual harm |
| Use a registered nurse at least 8 hours a day, 7 days a week. | Isolated | Minimal harm or potential for actual harm |
| 1) Set up a group that is legally responsible for writing and setting up policies for leading and running the nursing home; or 2) hire a properly licensed administrator. | Widespread | Potential for minimal harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Make a complete assessment | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|-----------|--------------------------------|----------------------|
| 1.40E+108 | KANKAKEE TERRACE | 100 BELLE AIRE |
| 145688 | ALDEN PRINCETON REHAB & HCC | 255 WEST 69TH STREET |
| 145688 | ALDEN PRINCETON REHAB & HCC | 255 WEST 69TH STREET |
| 145688 | ALDEN PRINCETON REHAB & HCC | 255 WEST 69TH STREET |
| 146024 | ASTORIA GARDENS & REHAB CENTER | 1008 EAST |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

BOURBONNAIS IL 60914 (815) 939-0910

CHICAGO IL 60621 (773) 224-5900

CHICAGO IL 60621 (773) 224-5900

CHICAGO IL 60621 (773) 224-5900

ASTORIA IL 61501 (309) 329-1333

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/04/2008

03/06/2008

02/14/2008

03/05/2008

02/14/2008

03/05/2008

02/14/2008

03/05/2008

01/30/2008

03/05/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| that covers all questions for areas that are listed in official regulations. | | harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

BROADWAY

146114

LENA LIVING CENTER

1010 SOUTH LOGAN
STREET

14E888

SHARON HEALTH CARE WILLOWS

3520 NORTH
ROCHELLE

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| LENA | IL | 61048 | (815) 369-4561 |
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| LENA | IL | 61048 | (815) 369-4561 |
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| | | | |
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| LENA | IL | 61048 | (815) 369-4561 |
|------|----|-------|----------------|

| | | | |
|------|----|-------|----------------|
| LENA | IL | 61048 | (815) 369-4561 |
|------|----|-------|----------------|

| | | | |
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| PEORIA | IL | 61604 | (309) 688-0451 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/20/2008

03/05/2008

02/20/2008

03/05/2008

02/20/2008

03/05/2008

02/20/2008

03/05/2008

02/22/2008

03/05/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

meet a professional standard of quality.

harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Minimal harm or potential for actual harm

Provide needed housekeeping and maintenance.

Pattern

Potential for minimal harm

Make a complete assessment that covers all questions for areas that are listed in official regulations.

Isolated

Minimal harm or potential for actual harm

Give each resident enough fluids to keep them healthy and prevent dehydration.

Isolated

Minimal harm or potential for actual harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Isolated

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--------------------------------|-------------------------|
| 14E888 | SHARON HEALTH CARE WILLOWS | 3520 NORTH ROCHELLE |
| 145664 | WESTSIDE REHAB & CARE CENTER | 601 NORTH COLUMBIA |
| 146024 | ASTORIA GARDENS & REHAB CENTER | 1008 EAST BROADWAY |
| 146058 | EVANSTON NURSING & REHAB CTR | 1300 OAK AVENUE |
| 145213 | WYNSCAPE | 2180 MANCHESTER ROAD |
| 145213 | WYNSCAPE | 2180 MANCHESTER ROAD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|-------------------|----|-------|----------------|
| PEORIA | IL | 61604 | (309) 688-0451 |
| WEST FRANKFORT | IL | 62896 | (618) 932-2109 |
| ASTORIA | IL | 61501 | (309) 329-1333 |
| EVANSTON | IL | 60201 | (847) 869-1300 |
| WHEATON | IL | 60187 | (630) 665-4330 |
| WHEATON | IL | 60187 | (630) 665-4330 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/22/2008

03/05/2008

01/08/2008

03/04/2008

01/30/2008

03/04/2008

02/11/2008

03/04/2008

02/04/2008

03/03/2008

02/04/2008

03/03/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Environmental Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Pharmacy Service Deficiencies |
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| Health | Resident Assessment Deficiencies |
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| Health | Mistreatment Deficiencies |
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| Health | Mistreatment Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents are safe from serious medication errors. | Isolated | Minimal harm or potential for actual harm |
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan. | Isolated | Minimal harm or potential for actual harm |
| Protect residents from mistreatment, neglect, and/or theft of personal property. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|-----------------------------------|--------------------------|
| 146075 | GRANITE NURSING & REHABILITATION | 3500 CENTURY DRIVE |
| 146075 | GRANITE NURSING & REHABILITATION | 3500 CENTURY DRIVE |
| 146075 | GRANITE NURSING & REHABILITATION | 3500 CENTURY DRIVE |
| 146075 | GRANITE NURSING & REHABILITATION | 3500 CENTURY DRIVE |
| 145038 | HEARTLAND OF DECATUR | 444 WEST HARRISON STREET |
| 145253 | HELIA HEALTHCARE OF ZION | 1805 27TH STREET |
| 145343 | AMBASSADOR NURSING & REHAB CENTER | 4900 NORTH BERNARD |
| 145372 | DEERBROOK CARE CENTRE | 306 NORTH LARKIN AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|--------------|----|-------|----------------|
| GRANITE CITY | IL | 62040 | (618) 877-2700 |
| GRANITE CITY | IL | 62040 | (618) 877-2700 |
| GRANITE CITY | IL | 62040 | (618) 877-2700 |
| GRANITE CITY | IL | 62040 | (618) 877-2700 |
| DECATUR | IL | 62526 | (217) 877-7333 |
| ZION | IL | 60099 | (847) 746-3736 |
| CHICAGO | IL | 60625 | (773) 583-7130 |
| JOLIET | IL | 60435 | (815) 744-5560 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/30/2008

03/01/2008

01/30/2008

03/01/2008

01/30/2008

03/01/2008

02/29/2008

03/01/2008

02/07/2008

02/29/2008

02/04/2008

02/29/2008

02/11/2008

02/29/2008

02/05/2008

02/29/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that follow each resident's written care plan. | Isolated | Minimal harm or potential for actual harm |
| Keep accurate and appropriate medical records. | Pattern | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents are safe from serious medication errors. | Isolated | Minimal harm or potential for actual harm |
| Keep each resident free from physical restraints, unless needed for medical treatment. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Immediate jeopardy to resident health or safety |
| Make sure that the nursing home area is free of dangers that cause | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|-----------------------|-------------------------|
| 145372 | DEERBROOK CARE CENTRE | 306 NORTH LARKIN AVENUE |
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| 145394 | HERITAGE MANOR-LASALLE | 1445 CHARTRES STREET |
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| 145470 | HOOPESTON COM MEMORIAL N H | 701 EAST ORANGE STREET |
|--------|----------------------------|------------------------|

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| 145473 | COUNTRYSIDE CARE CENTRE | 2330 WEST GALENA BOULEVARD |
|--------|-------------------------|----------------------------|

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| 145665 | SHERIDAN HEALTH CARE CENTER | 2534 ELIM AVENUE |
|--------|-----------------------------|------------------|

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|--------|-------------------------------|-----------------|
| 146092 | HERRIN REHAB & NURSING CENTER | 1900 NORTH PARK |
|--------|-------------------------------|-----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

JOLIET IL 60435 (815) 744-5560

LA SALLE IL 61301 (815) 223-4700

HOOPESTON IL 60942 (217) 283-5531

AURORA IL 60506 (630) 896-4686

ZION IL 60099 (847) 746-8435

HERRIN IL 62948 (618) 942-2525

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/05/2008

02/29/2008

02/05/2008

02/29/2008

02/26/2008

02/29/2008

02/19/2008

02/29/2008

02/15/2008

02/29/2008

01/29/2008

02/29/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

accidents.

| | | |
|---|----------|---|
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

| | | |
|--|----------|---|
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

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|--|------------|---|
| Have licensed, certified, or registered staff to give needed services. | Widespread | Minimal harm or potential for actual harm |
|--|------------|---|

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|--|----------|---|
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
|--|----------|---|

| | | |
|---|----------|---|
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
|---|----------|---|

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|----------------------------------|----------|--------------------------------------|
| Have a program to keep infection | Isolated | Minimal harm or potential for actual |
|----------------------------------|----------|--------------------------------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|-------------------------------------|------------------------|
| | | AVENUE |
| 145645 | FOREST HILL HEALTH AND REHAB | 4747 11TH STREET |
| 145936 | HIGHLAND PARK NURSING & REHAB | 50 PLEASANT AVENUE |
| 14E322 | SHARON HEALTH CARE PINES | 3614 NORTH ROCHELLE |
| 145253 | HELIA HEALTHCARE OF ZION | 1805 27TH STREET |
| 145406 | RANDOLPH COUNTY CARE CENTER | 312 WEST BELMONT |
| 145567 | CARE CENTER OF ABINGDON | 801 WEST MARTIN STREET |
| 145646 | ROSEWOOD CARE CENTER OF EAST PEORIA | 900 CENTENNIAL DRIVE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|-------------|----|-------|----------------|
| EAST MOLINE | IL | 61244 | (309) 796-0922 |
| HIGHWOOD | IL | 60040 | (847) 432-9142 |
| PEORIA | IL | 61604 | (309) 688-0350 |
| ZION | IL | 60099 | (847) 746-3736 |
| SPARTA | IL | 62286 | (618) 443-4351 |
| ABINGDON | IL | 61410 | (309) 462-2356 |
| EAST PEORIA | IL | 61611 | (309) 699-5400 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/27/2008

02/28/2008

02/15/2008

02/28/2008

02/13/2008

02/28/2008

01/28/2008

02/27/2008

02/05/2008

02/27/2008

02/27/2008

02/27/2008

02/06/2008

02/27/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| from spreading. | | harm |
| Make a complete assessment that covers all questions for areas that are listed in official regulations. | Isolated | Minimal harm or potential for actual harm |
| Give each resident enough fluids to keep them healthy and prevent dehydration. | Isolated | Minimal harm or potential for actual harm |
| Provide needed housekeeping and maintenance. | Pattern | Potential for minimal harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|-----------|--------------------------------|------------------------|
| 1.40E+179 | CLAYBERG, THE | 625 EAST MONROE STREET |
| 145847 | STEARNS NURSING & REHAB CENTER | 3900 STEARNS AVENUE |
| 145847 | STEARNS NURSING & REHAB CENTER | 3900 STEARNS AVENUE |
| 145847 | STEARNS NURSING & REHAB CENTER | 3900 STEARNS AVENUE |
| 145847 | STEARNS NURSING & REHAB CENTER | 3900 STEARNS AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|--------------|----|-------|----------------|
| CUBA | IL | 61427 | (309) 785-5012 |
| GRANITE CITY | IL | 62040 | (618) 931-3900 |
| GRANITE CITY | IL | 62040 | (618) 931-3900 |
| GRANITE CITY | IL | 62040 | (618) 931-3900 |
| GRANITE CITY | IL | 62040 | (618) 931-3900 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/27/2008

02/27/2008

01/24/2008

02/26/2008

01/24/2008

02/26/2008

01/24/2008

02/26/2008

01/24/2008

02/26/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Protect residents from mistreatment, neglect, and/or theft of personal property. | Pattern | Immediate jeopardy to resident health or safety |
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan. | Pattern | Minimal harm or potential for actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Pattern | Minimal harm or potential for actual harm |
| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, | Isolated | Actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--------------------------------------|------------------------------|
| 145847 | STEARNS NURSING & REHAB CENTER | 3900 STEARNS AVENUE |
| 145764 | RENAISSANCE PARK SOUTH | 10935 SOUTH HALSTED STREET |
| 145767 | ST PAUL'S HOUSE & HLTH CR CTR | 3800 NORTH CALIFORNIA AVENUE |
| 145938 | PARKSHORE ESTATES NURSING & REHAB | 6125 SOUTH KENWOOD |
| 145938 | PARKSHORE ESTATES NURSING & REHAB | 6125 SOUTH KENWOOD |
| 145938 | PARKSHORE ESTATES NURSING & REHAB | 6125 SOUTH KENWOOD |
| 145289 | HELIA HEALTHCARE OF BELLEVILLE | 40 NORTH 64TH STREET |
| 145440 | NEIGHBORS REHABILITATION CENTER, LLC | 811 WEST 2ND, PO BOX 585 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|--------------|----|-------|----------------|
| GRANITE CITY | IL | 62040 | (618) 931-3900 |
| CHICAGO | IL | 60628 | (773) 928-2000 |
| CHICAGO | IL | 60618 | (773) 478-4222 |
| CHICAGO | IL | 60637 | (773) 752-6000 |
| CHICAGO | IL | 60637 | (773) 752-6000 |
| CHICAGO | IL | 60637 | (773) 752-6000 |
| BELLEVILLE | IL | 62223 | (618) 397-8400 |
| BYRON | IL | 61010 | (815) 234-2511 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/24/2008

02/26/2008

02/05/2008

02/22/2008

01/08/2008

02/22/2008

01/18/2008

02/22/2008

01/18/2008

02/22/2008

01/18/2008

02/22/2008

02/05/2008

02/20/2008

02/05/2008

02/20/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health Administration Deficiencies

Health Resident Rights Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Nutrition and Dietary Deficiencies

Health Environmental Deficiencies

Health Resident Rights Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. | | |
| 1) Review the work of each nurse aide every year; or 2) give regular training for the nurse aides. | Pattern | Minimal harm or potential for actual harm |
| Try to resolve each resident's complaints quickly. | Pattern | Potential for minimal harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
| Provide social services for related medical problems to help each resident achieve the highest possible quality of life. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Make sure that residents are well nourished. | Widespread | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Provide care in a way that keeps or builds each resident's dignity and self respect. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|--------------------------------------|---------------------------|
| 145714 | OAK PARK HEALTHCARE CENTER | 625 NORTH HARLEM |
| 145944 | PROVENA MCAULEY MANOR | 400 WEST SULLIVAN ROAD |
| 146001 | INTERNATIONAL NURSING & REHAB CENTER | 4815 SOUTH WESTERN AVE |
| 146001 | INTERNATIONAL NURSING & REHAB CENTER | 4815 SOUTH WESTERN AVE |
| 145450 | ALDEN LAKELAND REHAB & HCC | 820 WEST LAWRENCE |
| 145450 | ALDEN LAKELAND REHAB & HCC | 820 WEST LAWRENCE |
| 145610 | BLOOMINGTON REHABILITATION & HCC | 1925 SOUTH MAIN STREET |
| 145718 | CRESTWOOD CARE CENTRE | 14255 SOUTH CICERO AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-------------|----|-------|----------------|
| OAK PARK | IL | 60302 | (708) 848-5966 |
| AURORA | IL | 60506 | (630) 859-3700 |
| CHICAGO | IL | 60609 | (773) 927-4200 |
| CHICAGO | IL | 60609 | (773) 927-4200 |
| CHICAGO | IL | 60640 | (773) 769-2570 |
| CHICAGO | IL | 60640 | (773) 769-2570 |
| BLOOMINGTON | IL | 61701 | (309) 829-4348 |
| CRESTWOOD | IL | 60445 | (708) 371-0400 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/31/2008

02/20/2008

01/31/2008

02/20/2008

01/28/2008

02/20/2008

01/28/2008

02/20/2008

01/24/2008

02/19/2008

01/24/2008

02/19/2008

01/29/2008

02/19/2008

01/31/2008

02/19/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health Environmental Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Environmental Deficiencies

Health Resident Assessment Deficiencies

Health Environmental Deficiencies

Health Environmental Deficiencies

Health Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| and self respect. | | |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|-----------|-----------------------------------|----------------------------|
| 145935 | PROVENA ST JOSEPH CENTER | 659 EAST JEFFERSON STREET |
| 146011 | ROBINGS MANOR REHAB & HEALTH CARE | 502 NORTH MAIN |
| 146024 | ASTORIA GARDENS & REHAB CENTER | 1008 EAST BROADWAY |
| 1.40E+246 | CARE CENTER OF JACKSONVILLE | 1320 TENDICK, P O BOX 1115 |
| 1.40E+246 | CARE CENTER OF JACKSONVILLE | 1320 TENDICK, P O BOX 1115 |
| 145581 | CAHOKIA NURSING & REHAB CENTER | 2 ANNABLE COURT |
| 145847 | STEARNS NURSING & REHAB CENTER | 3900 STEARNS AVENUE |
| 146054 | RIDGWAY REHAB AND NURSING CENTER | 901 WEST RACE STREET |
| 145414 | SHABBONA HEALTHCARE CENTER | WEST COMANCHE ROAD |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------------|----|-------|----------------|
| FREEPORT | IL | 61032 | (815) 232-6181 |
| BRIGHTON | IL | 62012 | (618) 372-3232 |
| ASTORIA | IL | 61501 | (309) 329-1333 |
| JACKSONVILLE | IL | 62650 | (217) 243-6405 |
| JACKSONVILLE | IL | 62650 | (217) 243-6405 |
| CAHOKIA | IL | 62206 | (618) 332-0114 |
| GRANITE CITY | IL | 62040 | (618) 931-3900 |
| RIDGWAY | IL | 62979 | (618) 272-8831 |
| SHABBONA | IL | 60550 | (815) 824-2194 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/01/2008 02/19/2008

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01/30/2008 02/19/2008

01/29/2008 02/19/2008

01/29/2008 02/19/2008

01/23/2008 02/18/2008

01/24/2008 02/18/2008

02/06/2008 02/16/2008

01/17/2008 02/15/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Environmental Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Nutrition and Dietary Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Quality Care Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| quality. | | |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Provide needed housekeeping and maintenance. | Pattern | Potential for minimal harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Provide needed housekeeping and maintenance. | Pattern | Potential for minimal harm |
| Make sure that residents are well nourished. | Pattern | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Pattern | Immediate jeopardy to resident health or safety |
| Make sure that the nursing home area is safe, easy to use, clean and comfortable. | Pattern | Potential for minimal harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|-------------------------------|----------------------------|
| 145429 | ALDEN WENTWORTH REHAB & HCC | 201 WEST 69TH STREET |
| 145429 | ALDEN WENTWORTH REHAB & HCC | 201 WEST 69TH STREET |
| 145696 | NILES NSG & REHAB CTR | 9777 GREENWOOD |
| 145696 | NILES NSG & REHAB CTR | 9777 GREENWOOD |
| 145740 | ASTA CARE CENTER OF ELGIN | 134 NORTH MCLEAN BOULEVARD |
| 145901 | LEMONT NURSING & REHAB CENTER | 12450 WALKER ROAD |
| 145248 | MORTON VILLA CARE CENTER | 190 EAST |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

CHICAGO IL 60621 (773) 487-1200

CHICAGO IL 60621 (773) 487-1200

NILES IL 60714 (847) 967-7000

NILES IL 60714 (847) 967-7000

ELGIN IL 60121 (847) 742-8822

LEMONT IL 60439 (630) 243-0400

MORTON IL 61550 (309) 266-9741

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/25/2008

02/15/2008

01/25/2008

02/15/2008

02/15/2008

02/15/2008

02/15/2008

02/15/2008

01/29/2008

02/15/2008

01/18/2008

02/15/2008

01/23/2008

02/13/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

grooming and hygiene.

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|---|----------|---|
| Immediately tell the resident, doctor, and a family member if the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Pattern | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature. | Pattern | Potential for minimal harm |
| Give residents proper treatment | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

QUEENWOOD ROAD

145274 FOUR SEASONS LIVING CENTER 303 NORTH JACKSON STREET

145439 CHAMPAIGN URBANA REG REHAB CENTER 302 WEST BURWASH

145457 ST VINCENT'S HOME 1440 NORTH 10TH STREET

145457 ST VINCENT'S HOME 1440 NORTH 10TH STREET

145730 CONTINENTAL NURSING & REHAB CENTER 5336 NORTH WESTERN AVENUE

146070 TWIN WILLOWS NURSING CENTER 1600 NORTH BROADWAY, PO BOX 370

146070 TWIN WILLOWS NURSING CENTER 1600 NORTH BROADWAY, PO BOX 370

146070 TWIN WILLOWS NURSING CENTER 1600 NORTH BROADWAY, PO BOX 370

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

MORRISON IL 61270 (815) 772-4003

SAVOY IL 61874 (217) 402-9700

QUINCY IL 62301 (217) 224-3780

QUINCY IL 62301 (217) 224-3780

CHICAGO IL 60625 (773) 271-5600

SALEM IL 62881 (618) 548-0542

SALEM IL 62881 (618) 548-0542

SALEM IL 62881 (618) 548-0542

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/13/2008

02/13/2008

01/18/2008

02/13/2008

01/08/2008

02/13/2008

01/08/2008

02/13/2008

01/24/2008

02/13/2008

01/14/2008

02/13/2008

01/14/2008

02/13/2008

01/14/2008

02/13/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| to prevent new bed (pressure) sores or heal existing bed sores. | | harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give professional services that follow each resident's written care plan. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Keep all essential equipment working safely. | Widespread | Potential for minimal harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Pattern | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| | | 370 |
| 145211 | BRENTWOOD SUB-ACUTE HEALTHCARE CENTER | 5400 WEST 87TH STREET |
| 145426 | OTTAWA PAVILION | 800 EAST CENTER STREET |
| 145935 | PROVENA ST JOSEPH CENTER | 659 EAST JEFFERSON STREET |
| 146010 | ASTA CARE CENTER OF PONTIAC | 300 WEST LOWELL |
| 146010 | ASTA CARE CENTER OF PONTIAC | 300 WEST LOWELL |
| 145372 | DEERBROOK CARE CENTRE | 306 NORTH LARKIN AVENUE |
| 145524 | HEARTLAND OF RIVERVIEW | 500 CENTENNIAL DRIVE |
| 145645 | FOREST HILL HEALTH AND REHAB | 4747 11TH STREET |
| 145645 | FOREST HILL HEALTH AND REHAB | 4747 11TH STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-------------|----|-------|----------------|
| BURBANK | IL | 60459 | (708) 423-1200 |
| OTTAWA | IL | 61350 | (815) 434-7144 |
| FREEPORT | IL | 61032 | (815) 232-6181 |
| PONTIAC | IL | 61764 | (815) 842-1181 |
| PONTIAC | IL | 61764 | (815) 842-1181 |
| JOLIET | IL | 60435 | (815) 744-5560 |
| EAST PEORIA | IL | 61611 | (309) 694-9865 |
| EAST MOLINE | IL | 61244 | (309) 796-0922 |
| EAST MOLINE | IL | 61244 | (309) 796-0922 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/22/2008

02/11/2008

01/11/2008

02/11/2008

02/01/2008

02/11/2008

01/25/2008

02/11/2008

01/25/2008

02/11/2008

01/15/2008

02/08/2008

01/22/2008

02/08/2008

01/31/2008

02/08/2008

01/31/2008

02/08/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Quality Care Deficiencies |
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| Health | Resident Rights Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Administration Deficiencies |
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| Health | Resident Rights Deficiencies |
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| Health | Quality Care Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Provide services to meet the needs and preferences of each resident. | Isolated | Minimal harm or potential for actual harm |
| Keep all essential equipment working safely. | Pattern | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Pattern | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
| Keep accurate and appropriate medical records. | Isolated | Minimal harm or potential for actual harm |
| Provide services to meet the needs and preferences of each resident. | Pattern | Minimal harm or potential for actual harm |
| Provide social services for related medical problems to help each resident achieve the highest possible quality of life. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145645 | FOREST HILL HEALTH AND REHAB | 4747 11TH STREET |
| 146076 | MANOR COURT OF CLINTON | 1 PARK LANE WEST |
| 145817 | FRIENDSHIP HOUSE OF CENTRALIA | 1000 MARTIN LUTHER KING DRIVE |
| 145982 | MANORCARE OF NORTHBROOK | 3300 MILWAUKEE AVE. |
| 145160 | CAPITOL CARE CENTER | 555 WEST CARPENTER |
| 145726 | TIMBER POINT HEALTHCARE CENTER | 205 EAST SPRING STREET |
| 145372 | DEERBROOK CARE CENTRE | 306 NORTH LARKIN AVENUE |
| 145394 | HERITAGE MANOR-LASALLE | 1445 CHARTRES STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-------------|----|-------|----------------|
| EAST MOLINE | IL | 61244 | (309) 796-0922 |
| CLINTON | IL | 61727 | (217) 935-8500 |
| CENTRALIA | IL | 62801 | (618) 532-3642 |
| NORTHBROOK | IL | 60062 | (847) 795-9700 |
| SPRINGFIELD | IL | 62702 | (217) 525-1880 |
| CAMP POINT | IL | 62320 | (217) 593-7734 |
| JOLIET | IL | 60435 | (815) 744-5560 |
| LA SALLE | IL | 61301 | (815) 223-4700 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/31/2008

02/08/2008

01/30/2008

02/08/2008

01/23/2008

02/07/2008

01/08/2008

02/07/2008

02/05/2008

02/06/2008

01/25/2008

02/06/2008

01/15/2008

02/05/2008

02/05/2008

02/05/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

possible quality of life.

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| Keep accurate and appropriate medical records. | Isolated | Minimal harm or potential for actual harm |
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| Try to resolve each resident's complaints quickly. | Pattern | Potential for minimal harm |
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| Make sure that the nursing home area is free of dangers that cause accidents. | Pattern | Minimal harm or potential for actual harm |
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| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
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| Provide services to meet the needs and preferences of each resident. | Pattern | Potential for minimal harm |
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| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary. | Isolated | Minimal harm or potential for actual harm |
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| Have enough nurses to care for every resident in a way that maximizes the resident's well being. | Widespread | Minimal harm or potential for actual harm |
|--|------------|---|

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| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145632 | ST AGNES HC AND REHAB CENTER | 1725 SOUTH WABASH |
| 145632 | ST AGNES HC AND REHAB CENTER | 1725 SOUTH WABASH |
| 145420 | BRIDGEWAY CHRISTIAN VILLAGE REHAB & SNF | 111 EAST WASHINGTON |
| 145988 | TRANSITIONS NURSING AND REHABILITATION CENTER | 1000 DIXON AVENUE |
| 145988 | TRANSITIONS NURSING AND REHABILITATION CENTER | 1000 DIXON AVENUE |
| 145988 | TRANSITIONS NURSING AND REHABILITATION CENTER | 1000 DIXON AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| CHICAGO | IL | 60616 | (312) 922-2777 |
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| CHICAGO | IL | 60616 | (312) 922-2777 |
|---------|----|-------|----------------|

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|-------------|----|-------|----------------|
| BENSENVILLE | IL | 60106 | (630) 766-5800 |
|-------------|----|-------|----------------|

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| ROCK FALLS | IL | 61071 | (815) 625-8510 |
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| ROCK FALLS | IL | 61071 | (815) 625-8510 |
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| ROCK FALLS | IL | 61071 | (815) 625-8510 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

02/01/2008

02/05/2008

02/01/2008

02/05/2008

01/04/2008

02/04/2008

01/18/2008

02/04/2008

01/18/2008

02/04/2008

01/18/2008

02/04/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| actions that can be measured. | | |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Protect residents from mistreatment, neglect, and/or theft of personal property. | Isolated | Immediate jeopardy to resident health or safety |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Actual harm |
| Make a complete assessment that covers all questions for areas that are listed in official | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|---|----------------------------|
| 145988 | TRANSITIONS NURSING AND REHABILITATION CENTER | 1000 DIXON AVENUE |
| 145058 | HERITAGE MANOR-CHILLICOTHE | 1028 HILLCREST DRIVE |
| 145557 | ALDEN ESTATES OF BARRINGTON | 1420 SOUTH BARRINGTON ROAD |
| 145645 | FOREST HILL HEALTH AND REHAB | 4747 11TH STREET |
| 145728 | MANOR COURT OF MARYVILLE | OFF STATE ROUTE 162 |
| 145740 | ASTA CARE CENTER OF ELGIN | 134 NORTH MCLEAN BOULEVARD |
| 145806 | WARREN PARK HEALTH & LIVING CTR | 6700 NORTH DAMEN AVENUE |
| 145806 | WARREN PARK HEALTH & LIVING CTR | 6700 NORTH DAMEN AVENUE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-------------|----|-------|----------------|
| ROCK FALLS | IL | 61071 | (815) 625-8510 |
| CHILLICOTHE | IL | 61523 | (309) 274-2194 |
| BARRINGTON | IL | 60010 | (847) 382-6664 |
| EAST MOLINE | IL | 61244 | (309) 796-0922 |
| MARYVILLE | IL | 62062 | (618) 288-5999 |
| ELGIN | IL | 60121 | (847) 742-8822 |
| CHICAGO | IL | 60645 | (773) 465-5000 |
| CHICAGO | IL | 60645 | (773) 465-5000 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/18/2008

02/04/2008

01/18/2008

02/01/2008

01/18/2008

02/01/2008

01/31/2008

02/01/2008

01/09/2008

02/01/2008

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01/10/2008

02/01/2008

01/10/2008

02/01/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Quality Care Deficiencies |
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| Health | Resident Rights Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Resident Assessment Deficiencies |
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| Health | Quality Care Deficiencies |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| regulations. | | |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Actual harm |
| Provide services to meet the needs and preferences of each resident. | Pattern | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Keep safe, clean and homelike surroundings. | Pattern | Potential for minimal harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Keep safe, clean and homelike surroundings. | Pattern | Potential for minimal harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145961 | BEL-WOOD NURSING HOME | 6701 WEST PLANK ROAD |
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| 146026 | LEWIS MEMORIAL CHRISTIAN VLG | 3400 WEST WASHINGTON |
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| 146026 | LEWIS MEMORIAL CHRISTIAN VLG | 3400 WEST WASHINGTON |
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| 146026 | LEWIS MEMORIAL CHRISTIAN VLG | 3400 WEST WASHINGTON |
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| 146026 | LEWIS MEMORIAL CHRISTIAN VLG | 3400 WEST WASHINGTON |
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| 146026 | LEWIS MEMORIAL CHRISTIAN VLG | 3400 WEST |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

PEORIA IL 61604 (309) 697-4541

SPRINGFIELD IL 62702 (217) 787-9600

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/23/2008

02/01/2008

01/16/2008

02/01/2008

01/16/2008

02/01/2008

01/16/2008

02/01/2008

01/16/2008

02/01/2008

01/16/2008

02/01/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
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| Provide services to meet the needs and preferences of each resident. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Protect each resident from all abuse, physical punishment, and being separated from others. | Isolated | Actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Actual harm |
| Provide social services for related | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

WASHINGTON

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| 145160 | CAPITOL CARE CENTER | 555 WEST CARPENTER |
| 145222 | WOODSTOCK RESIDENCE | 309 MCHENRY AVENUE |
| 145640 | CHURCH CREEK | 1250 WEST CENTRAL ROAD |
| 145721 | VILLA HEALTH CARE EAST | 100 MARIAN PARKWAY PO BOX 109 |
| 145721 | VILLA HEALTH CARE EAST | 100 MARIAN PARKWAY PO BOX 109 |
| 145721 | VILLA HEALTH CARE EAST | 100 MARIAN PARKWAY PO BOX 109 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-------------|----|-------|----------------|
| SPRINGFIELD | IL | 62702 | (217) 525-1880 |
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| WOODSTOCK | IL | 60098 | (815) 338-1700 |
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| ARLINGTON HTS | IL | 60005 | (847) 506-3223 |
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| SHERMAN | IL | 62684 | (217) 744-2299 |
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| SHERMAN | IL | 62684 | (217) 744-2299 |
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| SHERMAN | IL | 62684 | (217) 744-2299 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/22/2008

01/31/2008

01/28/2008

01/31/2008

01/04/2008

01/31/2008

01/11/2008

01/31/2008

01/11/2008

01/31/2008

01/11/2008

01/31/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

medical problems to help each resident achieve the highest possible quality of life.

harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.

Isolated

Minimal harm or potential for actual harm

Provide services to meet the needs and preferences of each resident.

Isolated

Minimal harm or potential for actual harm

Give each resident enough fluids to keep them healthy and prevent dehydration.

Pattern

Minimal harm or potential for actual harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|--------------------|--------------------------|
| 145894 | FOX RIVER PAVILION | 400 EAST NEW YORK STREET |
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| 145728 | MANOR COURT OF MARYVILLE | OFF STATE ROUTE 162 |
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| 145728 | MANOR COURT OF MARYVILLE | OFF STATE ROUTE 162 |
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| 145921 | HITZ MEMORIAL HOME | 201 BELLE STREET, P O BOX 79 |
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| 145978 | SHAWNEE ROSE CARE CENTER | 1000 WEST SLOAN STREET |
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| 145978 | SHAWNEE ROSE CARE CENTER | 1000 WEST SLOAN STREET |
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| 145715 | WHEATON CARE CENTER | 1325 MANCHESTER ROAD |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

AURORA IL 60505 (630) 897-8714

MARYVILLE IL 62062 (618) 288-5999

MARYVILLE IL 62062 (618) 288-5999

ALHAMBRA IL 62001 (618) 488-2355

HARRISBURG IL 62946 (618) 252-0351

HARRISBURG IL 62946 (618) 252-0351

WHEATON IL 60187 (630) 668-2500

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/07/2008

01/31/2008

01/09/2008

01/30/2008

01/09/2008

01/30/2008

01/10/2008

01/29/2008

01/10/2008

01/29/2008

01/10/2008

01/29/2008

01/02/2008

01/28/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Pharmacy Service Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Make sure that residents are safe from serious medication errors. | Isolated | Actual harm |
| Make sure that residents are safe from serious medication errors. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Keep all essential equipment working safely. | Isolated | Actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145715 | WHEATON CARE CENTER | 1325 MANCHESTER ROAD |
| 146087 | SOUTHVIEW MANOR | 3311 S. MICHIGAN AVE. |
| 146087 | SOUTHVIEW MANOR | 3311 S. MICHIGAN AVE. |
| 146087 | SOUTHVIEW MANOR | 3311 S. MICHIGAN AVE. |
| 145274 | FOUR SEASONS LIVING CENTER | 303 NORTH JACKSON STREET |
| 145629 | PRAIRIE MANOR NRSG & REHAB CTR | 345 DIXIE HIGHWAY |
| 145629 | PRAIRIE MANOR NRSG & REHAB CTR | 345 DIXIE HIGHWAY |
| 145754 | SNOW VALLEY NRSG & REHAB CTR | 5000 LINCOLN AVENUE |
| 145771 | RIVER BLUFF NURSING HOME | 4401 NORTH MAIN STREET |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|--------------------|----|-------|----------------|
| WHEATON | IL | 60187 | (630) 668-2500 |
| CHICAGO | IL | 60616 | (312) 326-9101 |
| CHICAGO | IL | 60616 | (312) 326-9101 |
| CHICAGO | IL | 60616 | (312) 326-9101 |
| MORRISON | IL | 61270 | (815) 772-4003 |
| CHICAGO HEIGHTS | IL | 60411 | (708) 754-7601 |
| CHICAGO HEIGHTS | IL | 60411 | (708) 754-7601 |
| LISLE | IL | 60532 | (630) 852-5100 |
| ROCKFORD | IL | 61103 | (815) 877-8061 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/02/2008 01/28/2008

01/04/2008 01/28/2008

01/04/2008 01/27/2008

01/04/2008 01/27/2008

01/23/2008 01/25/2008

01/03/2008 01/25/2008

01/03/2008 01/25/2008

01/11/2008 01/25/2008

01/03/2008 01/25/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|----------|---|
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Keep all essential equipment working safely. | Isolated | Minimal harm or potential for actual harm |
| Provide services to meet the needs and preferences of each resident. | Pattern | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|-----------------------------------|---------------------------|
| 146046 | BURNSIDES COMMUNITY HEALTH CTR | 410 NORTH SECOND STREET |
| 14E390 | BAYSIDE TERRACE | 1100 SOUTH LEWIS AVENUE |
| 145370 | SULLIVAN REHAB & HLTH CARE CTR | 11 HAWTHORNE STREET |
| 145671 | PROVIDENCE SOUTH HOLLAND | 16300 WAUSAU STREET |
| 145701 | LEXINGTON OF STREAMWOOD | 815 EAST IRVING PARK ROAD |
| 145813 | METROPOLIS NURSING & REHAB CENTER | 2299 METROPOLIS STREET |
| 145942 | OAK LAWN RESPIRATORY & REHAB | 9525 SOUTH MAYFIELD |
| 146079 | HELIA HEALTHCARE OF CARBONDALE | 500 SOUTH LEWIS LANE |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---------------|----|-------|----------------|
| MARSHALL | IL | 62441 | (217) 826-2358 |
| WAUKEGAN | IL | 60085 | (847) 244-9099 |
| SULLIVAN | IL | 61951 | (217) 728-4327 |
| SOUTH HOLLAND | IL | 60473 | (708) 596-5500 |
| STREAMWOOD | IL | 60107 | (630) 837-5300 |
| METROPOLIS | IL | 62960 | (618) 524-2634 |
| OAK LAWN | IL | 60453 | (708) 636-7000 |
| CARBONDALE | IL | 62901 | (618) 529-5355 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/16/2008

01/25/2008

01/15/2008

01/25/2008

01/09/2008

01/24/2008

01/17/2008

01/24/2008

01/03/2008

01/24/2008

01/23/2008

01/24/2008

01/23/2008

01/24/2008

01/24/2008

01/24/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health Environmental Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Environmental Deficiencies

Health Resident Assessment Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| sores or heal existing bed sores. | | |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Immediate jeopardy to resident health or safety |
| Give each resident enough fluids to keep them healthy and prevent dehydration. | Isolated | Minimal harm or potential for actual harm |
| Make sure that a working call system is available in each resident's room or bathroom and bathing area. | Pattern | Potential for minimal harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that follow each resident's written care plan. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Pattern | Immediate jeopardy to resident health or safety |
| Make sure that the nursing home area is free of dangers that cause | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | LANE |
|-----------|--------------------------------|-------------------|
| 1.40E+307 | NORTH AURORA CARE CENTER | 310 BANBURY ROAD |
| 145811 | BELLA VISTA CARE CENTER | 1629 GARDNER LANE |
| 145434 | CLARIDGE HEALTHCARE CENTER | 700 JENKISSON |
| 145645 | FOREST HILL HEALTH AND REHAB | 4747 11TH STREET |
| 145645 | FOREST HILL HEALTH AND REHAB | 4747 11TH STREET |
| 145858 | ELMWOOD NURSING & REHAB CENTER | 152 WILMA DRIVE |
| 1.40E+246 | CARE CENTER OF JACKSONVILLE | 1320 TENDICK, P O |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| NORTH AURORA | IL | 60542 | (630) 892-7627 |
| PEORIA HEIGHTS | IL | 61614 | (309) 685-1545 |
| LAKE BLUFF | IL | 60044 | (847) 295-3900 |
| EAST MOLINE | IL | 61244 | (309) 796-0922 |
| EAST MOLINE | IL | 61244 | (309) 796-0922 |
| MARYVILLE | IL | 62062 | (618) 344-7750 |
| JACKSONVILLE | IL | 62650 | (217) 243-6405 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/11/2008

01/24/2008

01/03/2008

01/21/2008

01/04/2008

01/18/2008

01/08/2008

01/18/2008

01/08/2008

01/18/2008

01/16/2008

01/17/2008

01/04/2008

01/17/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|----------|---|
| area is free of dangers that cause accidents. | | harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents are well nourished. | Pattern | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality. | Pattern | Potential for minimal harm |
| Give or get special rehabilitation | Isolated | Minimal harm or potential for actual |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

BOX 1115
1520 EL CAMINO
DRIVE

145597 PEKIN MANOR

145737 LEXINGTON OF LAGRANGE 4735 WILLOW
SPRINGS ROAD

145928 NORTH CHURCH NURSING & REHAB 1021 NORTH CHURCH
STREET

145928 NORTH CHURCH NURSING & REHAB 1021 NORTH CHURCH
STREET

145928 NORTH CHURCH NURSING & REHAB 1021 NORTH CHURCH
STREET

145645 FOREST HILL HEALTH AND REHAB 4747 11TH STREET

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|-------|----|-------|----------------|
| PEKIN | IL | 61554 | (309) 353-1099 |
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|-----------|----|-------|----------------|
| LA GRANGE | IL | 60525 | (630) 327-5814 |
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| JACKSONVILLE | IL | 62650 | (217) 245-4174 |
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| JACKSONVILLE | IL | 62650 | (217) 245-4174 |
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| JACKSONVILLE | IL | 62650 | (217) 245-4174 |
|--------------|----|-------|----------------|

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|-------------|----|-------|----------------|
| EAST MOLINE | IL | 61244 | (309) 796-0922 |
|-------------|----|-------|----------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/14/2008

01/14/2008

01/03/2008

01/14/2008

01/10/2008

01/11/2008

01/10/2008

01/11/2008

01/10/2008

01/11/2008

01/08/2008

01/09/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

if in the patient's plan of care.

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

harm

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Actual harm

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.

Isolated

Minimal harm or potential for actual harm

Keep safe, clean and homelike

Pattern

Potential for minimal harm

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| 145728 | MANOR COURT OF MARYVILLE | OFF STATE ROUTE 162 |
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| 145728 | MANOR COURT OF MARYVILLE | OFF STATE ROUTE 162 |
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| 145728 | MANOR COURT OF MARYVILLE | OFF STATE ROUTE 162 |
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| 145735 | BURNHAM HEALTHCARE | 14500 SOUTH MANISTEE |
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| 145735 | BURNHAM HEALTHCARE | 14500 SOUTH MANISTEE |
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| 145735 | BURNHAM HEALTHCARE | 14500 SOUTH MANISTEE |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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| MARYVILLE | IL | 62062 | (618) 288-5999 |
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| MARYVILLE | IL | 62062 | (618) 288-5999 |
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| MARYVILLE | IL | 62062 | (618) 288-5999 |
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| BURNHAM | IL | 60633 | (708) 862-1260 |
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| BURNHAM | IL | 60633 | (708) 862-1260 |
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| BURNHAM | IL | 60633 | (708) 862-1260 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/09/2008

01/09/2008

01/09/2008

01/09/2008

01/09/2008

01/09/2008

01/03/2008

01/07/2008

01/03/2008

01/07/2008

01/03/2008

01/06/2008

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

surroundings.

| | | |
|--|----------|---|
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan. | Pattern | Minimal harm or potential for actual harm |
| Keep accurate and appropriate medical records. | Isolated | Minimal harm or potential for actual harm |
| Provide services to meet the needs and preferences of each resident. | Isolated | Minimal harm or potential for actual harm |
| Store, cook, and give out food in a safe and clean way. | Pattern | Minimal harm or potential for actual harm |
| Keep all essential equipment working safely. | Isolated | Minimal harm or potential for actual harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|--------|-----------------------------------|-----------------------------------|
| 145613 | ATRIUM HC & REHAB CTR OF CAHOKIA | 3354 JEROME LANE |
| 145613 | ATRIUM HC & REHAB CTR OF CAHOKIA | 3354 JEROME LANE |
| 145253 | HELIA HEALTHCARE OF ZION | 1805 27TH STREET |
| 145389 | WATSEKA REHAB & HLTH CARE CTR | 715 EAST RAYMOND ROAD |
| 145486 | SPRING VALLEY NURSING | 1300 NORTH GREENWOOD STREET |
| 145685 | MOUNT VERNON COUNTRYSIDE MANOR | 606 EAST IL HWY 15 |
| 145734 | EVERGREEN HEALTH CARE CENTER | 10124 SOUTH KEDZIE |
| 145757 | CARBONDALE REHAB & NURSING CENTER | 120 NORTH TOWER |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---------|----|-------|----------------|
| CAHOKIA | IL | 62206 | (618) 337-9400 |
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| CAHOKIA | IL | 62206 | (618) 337-9400 |
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| ZION | IL | 60099 | (847) 746-3736 |
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| WATSEKA | IL | 60970 | (815) 432-5476 |
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| SPRING VALLEY | IL | 61362 | (815) 664-4708 |
|---------------|----|-------|----------------|

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|--------------|----|-------|----------------|
| MOUNT VERNON | IL | 62864 | (618) 242-1800 |
|--------------|----|-------|----------------|

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|-------------------|----|-------|----------------|
| EVERGREEN PARK | IL | 60805 | (708) 907-7000 |
|-------------------|----|-------|----------------|

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| CARBONDALE | IL | 62901 | (618) 549-3355 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

01/03/2008

01/04/2008

01/03/2008

01/03/2008

08/12/2009

01/01/1900

03/18/2010

01/01/1900

06/05/2009

01/01/1900

04/30/2008

01/01/1900

05/13/2008

01/01/1900

06/30/2009

01/01/1900

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Nutrition and Dietary Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|------------|---|
| Make sure that the attending doctor orders special diets. | Widespread | Potential for minimal harm |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Pattern | Potential for minimal harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
| Quickly give a resident's personal money to the heads of his or her estate after the resident's death. | Pattern | Potential for minimal harm |
| 1) Set up a group that is legally responsible for writing and setting up policies for leading and running the nursing home; or 2) hire a properly licensed administrator. | Widespread | Potential for minimal harm |
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home | Pattern | Potential for minimal harm |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

ROAD

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|--------|------------------------|-------------------------------|
| 145764 | RENAISSANCE PARK SOUTH | 10935 SOUTH HALSTED STREET |
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| 145764 | RENAISSANCE PARK SOUTH | 10935 SOUTH HALSTED STREET |
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| 145919 | ROCKFORD NURSING & REHAB CENTER | 1920 NORTH MAIN STREET |
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| 145919 | ROCKFORD NURSING & REHAB CENTER | 1920 NORTH MAIN STREET |
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| 145919 | ROCKFORD NURSING & REHAB CENTER | 1920 NORTH MAIN STREET |
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| 145919 | ROCKFORD NURSING & REHAB CENTER | 1920 NORTH MAIN STREET |
|--------|---------------------------------|---------------------------|

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---------|----|-------|----------------|
| CHICAGO | IL | 60628 | (773) 928-2000 |
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| CHICAGO | IL | 60628 | (773) 928-2000 |
|---------|----|-------|----------------|

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| ROCKFORD | IL | 61103 | (815) 316-1400 |
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| ROCKFORD | IL | 61103 | (815) 316-1400 |
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| ROCKFORD | IL | 61103 | (815) 316-1400 |
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| ROCKFORD | IL | 61103 | (815) 316-1400 |
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Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/03/2008

01/01/1900

09/03/2008

01/01/1900

07/22/2010

01/01/1900

07/22/2010

01/01/1900

07/22/2010

01/01/1900

07/22/2010

01/01/1900

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Administration Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

area is safe, easy to use, clean and comfortable.

Provide enough notice before discharging or transferring a resident.

Isolated

Minimal harm or potential for actual harm

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.

Isolated

Actual harm

Be administered in a way that leads to the highest possible level of well being for each resident.

Widespread

Immediate jeopardy to resident health or safety

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Pattern

Immediate jeopardy to resident health or safety

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.

Widespread

Immediate jeopardy to resident health or safety

Protect each resident from all abuse, physical punishment, and being separated from others.

Isolated

Immediate jeopardy to resident health or safety

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--------|----------------------------|---------------------------------|
| 145923 | MANORCARE OF HIGHLAND PARK | 2773 SKOKIE VALLEY ROAD |
| 145930 | GOOD SAMARITAN - PONTIAC | 14335 US HIGHWAY 66 |
| 146045 | HELIA HEALTHCARE OF ENERGY | 210 EAST COLLEGE, PO BOX 519 |
| 146045 | HELIA HEALTHCARE OF ENERGY | 210 EAST COLLEGE, PO BOX 519 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

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|---------------|----|-------|----------------|
| HIGHLAND PARK | IL | 60035 | (847) 266-9266 |
| PONTIAC | IL | 61764 | (815) 844-5121 |
| ENERGY | IL | 62933 | (618) 942-7014 |
| ENERGY | IL | 62933 | (618) 942-7014 |

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

09/30/2010 01/01/1900

07/18/2008 01/01/1900

12/09/2010 01/01/1900

12/09/2010 01/01/1900

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Sage R&D

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|--|------------|----------------------------|
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Pattern | Potential for minimal harm |
| Use a registered nurse at least 8 hours a day, 7 days a week. | Widespread | Potential for minimal harm |
| Provide clean bed and bath linens that are in good condition. | Pattern | Potential for minimal harm |
| Make sure that the nursing home area is safe, easy to use, clean and comfortable. | Pattern | Potential for minimal harm |